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CIM Questions
Answered—p. 22

An On-Coin
Investment—p. 30

The Lowdown on
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M A G A Z I N E



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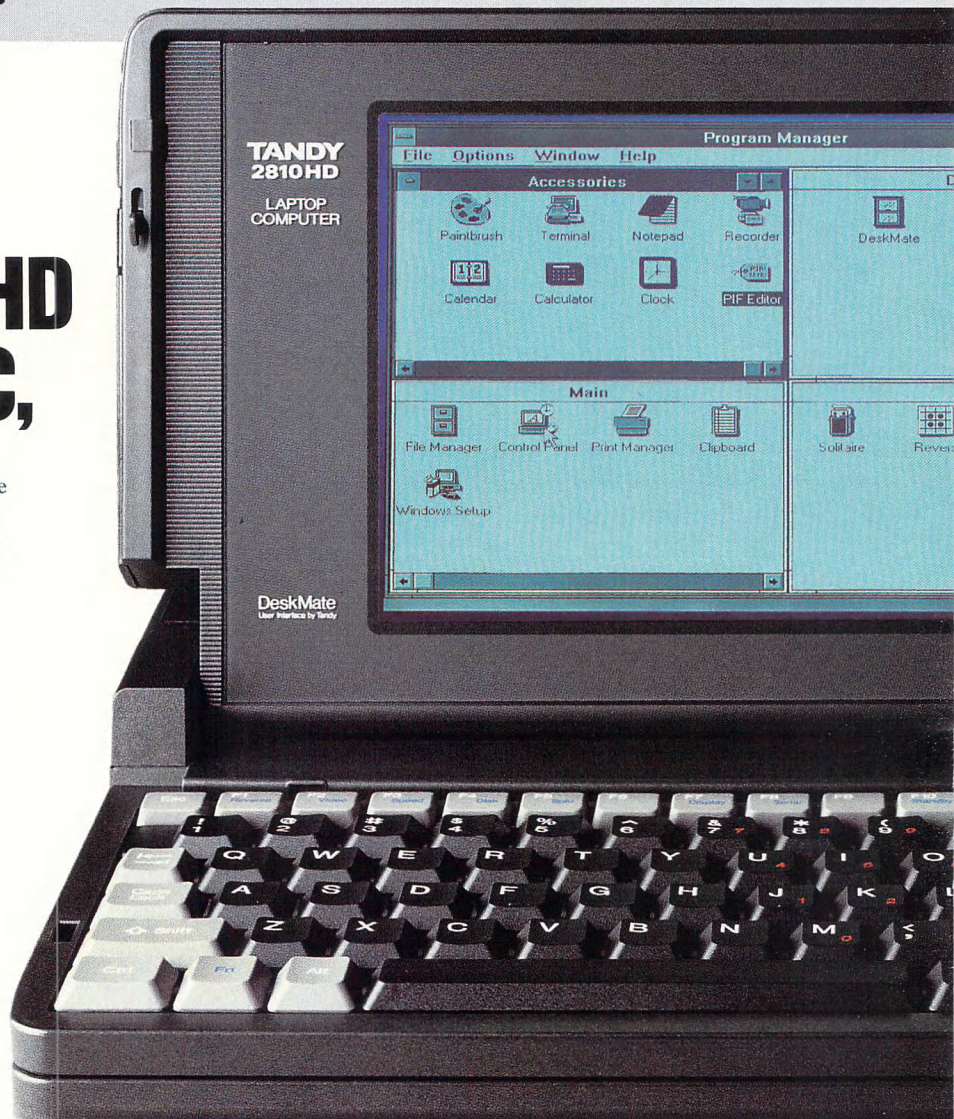
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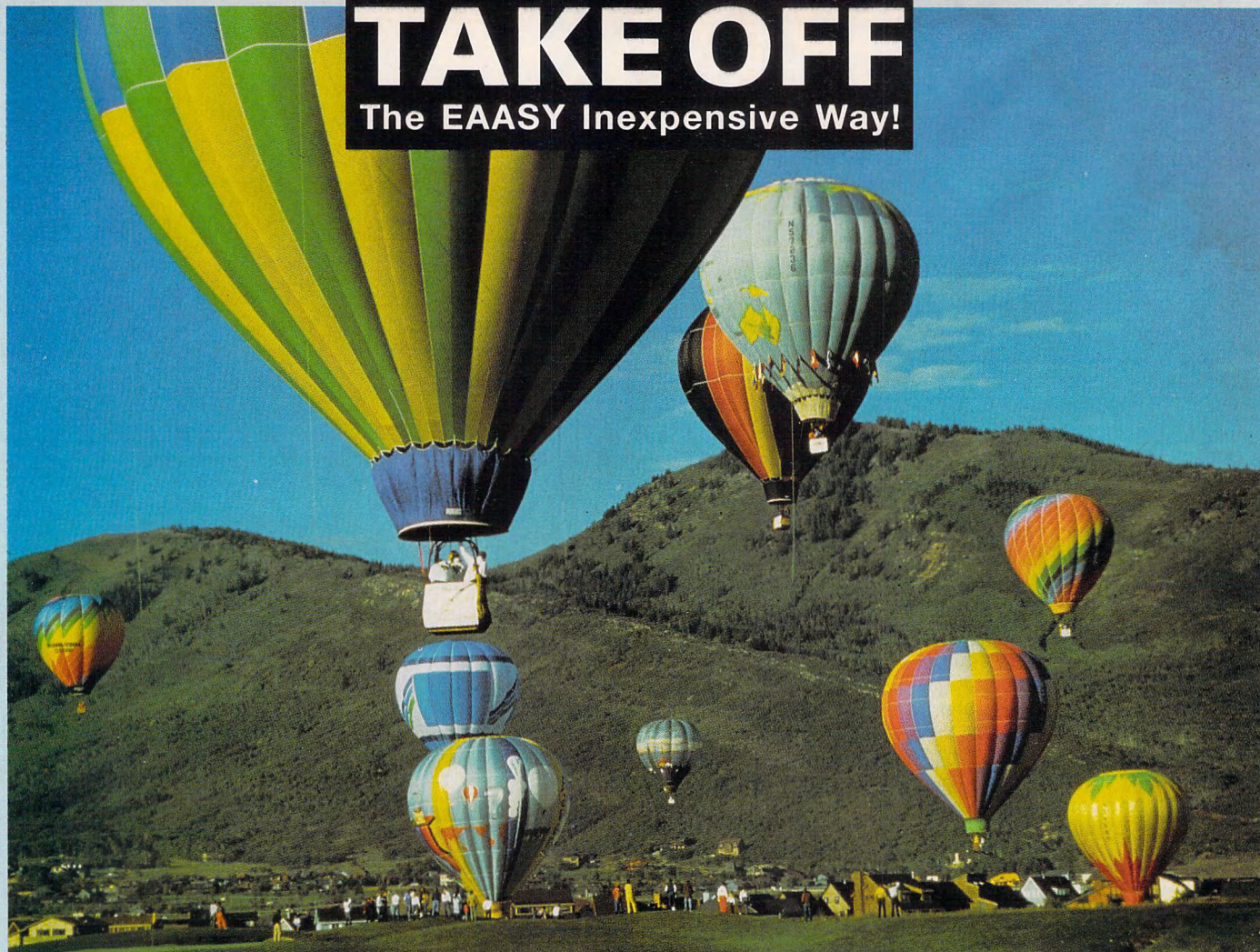
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It's the common cold of the Information Society: that dull, nagging sense that you aren't keeping up with the deluge of factoid and fiction sprayed your way, and you can't weed out the essentials. If you can "know what you don't need to know," online services can help stem the rising tide of info-overspill and get you the intelligence you need to be intelligent, not neurotic. Bonus: IQuest's SOS rescuers; "information guerrilla" tactics; database guide.

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CompuServe Magazine (ISSN 0891-4672) is published monthly in the United States of America by CompuServe Incorporated, 5000 Arlington Centre Blvd., Columbus, OH 43220.

COMPU SERVE

M A G A Z I N E

CompuServe® Magazine™, May 1991
Volume 10 Number 5

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Dear Reader

In a day when there is more talking than listening and far more information than knowledge, people are looking for a way to cope with the nerve-racking cacophony of trivia, the blizzard of paper, the flickering images without number. At first, it might seem odd that a magazine dedicated to the so-called information age should offer the opening shot advice it does in this month's cover feature: Just Say No to Information. Don't feel obligated to learn what you don't really need to know and don't feel guilty about tuning out irrelevant information, whatever the form. Imagine music without rests—silences that shape the sounds—and think about how an uninterrupted, unscrutinized flow of information makes about as much sense.

Gaining the confidence to boldly and publicly practice Selective Ignorance (for lack of a better term) is only the first step. Advancement to the next level means learning to mine and manage information you really need, and that's where online services enter the picture. Properly used, general information services such as CompuServe can actually help you narrow the field and cut to the primary source of information quickly and efficiently. Beyond the mere archival, CompuServe also has ongoing "current perspective" with several major news services bound by a powerful keyword clipping tool, and forums filled with resident experts to help you frame and fathom information gleaned elsewhere—online or off.

In this month's feature ("Escape from Know-man's Land," p. 12), we show you how to be more selective, then put your newfound power as an "information guerrilla" to work in hit-and-run operations online. Learn to judge when and how to use (and mix) online reference databases, news services and forums. Get brief tutorials (pp. 18-19) and search tips for using five of CompuServe's most popular and powerful information-gathering and reference services. Find out about the importance of gaining a working vocabulary of your search subject and how keywords can make or break. Read about others who became online info guerrillas (pp. 14-15) and succeeded in their missions. Finally, explore a comprehensive listing of CompuServe's reference databases (pp. 20-21), a good "GO Command" reference guide that you might want to clip and save.

* * *

Good news for Mac CompuServe Information Manager users: Version 1.5 is available this month. The new version has an enhanced terminal emulator, increased multi-address capability in CompuServe Mail and save-to-disk capability for GIF files, to name a few improvements. For more details and ordering information, see "Information Manager Update" on page 25. You'll also find a sneak preview of what's coming in the DOS version 2.0 of CIM, due for release this summer.

While you're there, check out surrounding copy on the CompuServe Information Manager Support Forums. These connect-free Mac and MS-DOS forums are the places to get your questions answered and where you can help shape future versions of CIM with your input and suggestions.

Douglas G. Branstetter
Editor

Plastic Wrap

Just to let you know (together with a mess of other people I should think!) that I object to your wrapping your latest issue of *CompuServe Magazine* in a plastic wrapper. In this day and age it is not only unnecessary but also an unconscionable waste.

Other than that, I really enjoy and use your publication a great deal.

Keep up the good work.

Gilles Lefevre

Novato, Calif.

Mac versus Amiga

In the February issue of *CompuServe Magazine* (Letters, p. 5), Todd Evans indicates that based on his unstated and unsupported level of Macintosh sales as compared to Amiga sales, CompuServe should devote more time and space to the Amiga.

According to reliable sources, such as *Byte* and *Infoworld*, magazines that are predominately MS-DOS based and so have little to gain by padding Mac figures, there are currently 4.4 million Macs to the estimated 2.2 million Amigas (Mr. Evans' number). Also, Apple has announced sales figures for its new Classic, LC and IIsi at 50,000 units per month and, at that rate, only because Apple cannot keep up with demand. Conversations with local dealers support this claim.

For Mr. Evans' predictions to come true,

Commodore will have to sell as many Amigas this year as it has in the five and a half years since the Amiga was released—more than 183,000 a month, plus an additional 50,000—just to keep up.

With Windows 3.0 and Geos rapidly bringing GUIs to the estimated 71 million PCs, a number which should give Macintosh, Amiga and Atari fanatics something to ponder, perhaps it is all computer owners need to realize that the time for brand-name zealotry is past and that more can be gained from cooperative interaction than pointless (and often incorrect) slandering.

No computer is right for everyone or every need. These days virtually every computer can "Make it happen." I would ask that owners see past the slogans to the reality.

Jeff Lewis

Edmonton, Alberta Canada

Pirating Issues

Thank you for your interesting and informative article on the Software Developers Association (Equal Justice for Developers, March 1991, p. 22), especially its explanation of what software "pirating" is and how costly it can be for both software developers and the users of "pirate" software.

As a published writer, I wonder if the SPA is as concerned about copyrighted material created and stored on a medium other

than computer disk (i.e., paper or VCR tape cassette).

The few software development companies and offices I've visited all had two things in common: a plethora of computers and at least one photocopying machine. In fact, in a recent discussion about "pirating," a program developer offered to send me photocopies of newspaper and magazine articles he had collected on the subject.

He became offended when I asked him how his "pirating" of copyrighted material with a photocopier or a VCR was any different than someone else copying his material using a computer. Basically his answer was: "Everybody does those things."

I commend the SPA's fight to protect the financial and creative rights of software developers. I would, however, have more sympathy for the organization and its members if they could assure me that they never infringe the copyrights of others by photocopying printed material or taping television or cable programs, records, radio music, rental VCR tapes etc.

Jim Clements

Hamilton, Ontario Canada

Form Publisher

I would like to comment on the review on Form Publisher ("Forms Inside Windows," February 1991, p. 42) for Microsoft's Windows environment.

Nowhere in the review does it tell about the incredibly slow performance of the software. I have a Compaq 386s/20, not a 486 speedster but a good business computer. But when I created a form with Form Publisher, I spent half my time waiting for the screen to refresh and later printing it out on my IBM. If those forms in FOND would have been what I needed, I could overlook the slow printing time, but they weren't and I can't.

I think these reviews are helpful to someone buying software, but please mention the actual usability of the pieces.

Hal McCoy

Taylor, Texas

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A Bill That's All Business

Telephone bills have gone high-tech for business customers of Pacific Bell. The San Francisco-based subsidiary of Pacific Telesis is now accepting orders for a new floppy disk billing system that allows customers to use computers to sort and analyze monthly charges at home.

Custom Bill Disk is actually two diskettes—one containing the raw billing data and the other the analysis software. Together they furnish reports comparing month-to-month expenses, produce statements for departments and individuals, create client invoices, and illustrate expenses using bar graphs and pie charts.

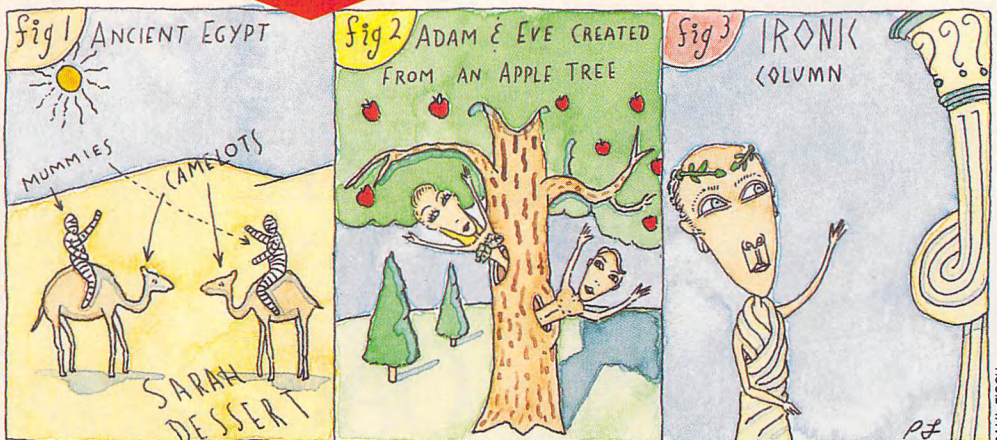
Developed in cooperation with PereLine Data Systems of San Jose, Calif., the program can spot unauthorized calls, such as those out of the area or to 976 surcharged exchanges. Reports can be generated showing call length, dollar amounts, date, time and numbers dialed by area code or prefix. Data can be exported, permitting easy integration with existing off-the-shelf software and accounting systems.

One 5.25-inch high-density diskette holds approximately 1,200 pages (1.2MB) of detail. There's a one-time charge of \$100 for Custom Billing Disk, plus \$15 per diskette each month. Most bills should easily fit on a single diskette.

For additional information, Pacific Bell customers should contact their local customer service representative or call 415/542-4541.



KING ASSOCIATES



PAUL FISCH

Don't Know Much About History...

The inhabitants of ancient Egypt were called mummies. They lived in the Sarah Dessert and traveled by Camelot.

What?! Read on for a history of the world as seen through high school and college students' term paper bloopers and malapropisms:

"The Bible is full of interesting caricatures. In the first book of the Bible, Guinnesses, Adam and Eve were created from an apple tree. One of their children, Cain, once asked, 'Am I my brother's son?'"

"Pharaoh forced the Hebrew slaves to make bread without straw. Moses led them to the Red Sea, where they made

unleavened bread, which is bread without any ingredients. Afterwards, Moses went up on Mount Cyanide to get the ten commandments."

"Without the Greeks we wouldn't have history. The Greeks invented three kinds of columns—Corinthian, Doric and Ironik. They also had myths. A myth is a female moth. One myth says that the mother of Achilles dipped him in the river Stynx until he became intolerable."

"The Renaissance was an age in which more individuals felt the value of their human being. Martin Luther was nailed to the church door at Wittenberg for selling papal in-

dulgences. He died a horrible death, being excommunicated by a bull. It was the painter Donatello's interest in the female nude that made him the father of the Renaissance."

Moving ahead in time ... "Abraham Lincoln became America's greatest Precedent. Lincoln's mother died in infancy, and he was born in a log cabin which he built with his own hands."

"The World According to Student Bloopers" was pieced together by teacher Richard Lederer and is available in the file HISTORY.TXT in Library 0, "General Interest" of the Travel Forum (GO TRAVEL).

23 Across: Downloadable Puzzles

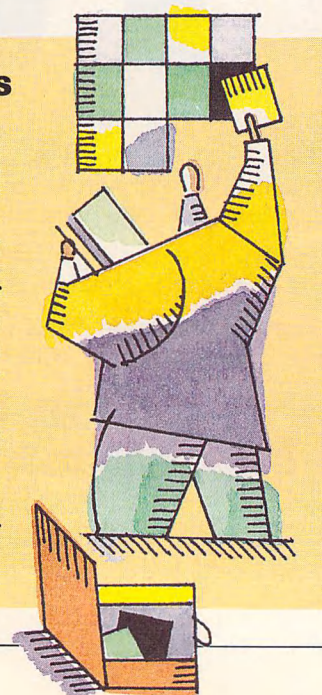
A favorite Sunday morning pastime for many is leisurely sipping coffee while browsing through the paper and working the crossword puzzle.

Those who enjoy creating as well as solving these mind-benders may want to check out either of two new software packages—one for IBM compatibles and the other for the Commodore Amiga.

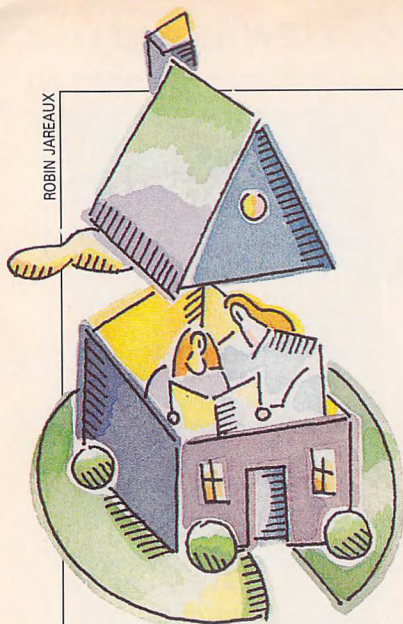
CWC420.ZIP is found in Library 2, "Software," of the IBM Special Needs Forum (GO IBMSPEC). This creator/editor shareware toolkit features pull-

down menus, mouse support, automatic word placement, a word-find interface and multiline clues.

Meanwhile, Mike Epting has written CWP.LZH, available in Library 2, "Games," of the Amiga Arts Forum (GO AMIGAARTS). The game puts a crossword puzzle on your screen, with "across" and "down" clues for the words on which your cursor currently lies. Several puzzles are included, and there are instructions for constructing more of your own.



ROBIN JAREUX



Parental Guidance Suggested

Capitalizing on the fact that home is where learning begins, many parents are boldly taking their children's education into their own hands and schooling them at home.

But before you bid farewell to the neighborhood school, you should do some homework of your own to prepare a curriculum that meets the minimum standards in your state. Although you aren't likely to get much help from government officials, you will find resources aplenty in the Education Forum's Section and Library 16, "Home/Alternative Ed."

Ken and Carrie Loss-Cutler, the new leaders of the Home/Alternative section, are homeschooling their 9-year-old daughter. "You must have a strong belief in your children as the natural learners they surely are. You also need a good dose of faith in your own ability to teach your children. You have, after all, been doing it all their lives," they said in a recent forum conference.

It is important to remember that each child in the family has an individual personality and thus an individual way of learning. "It is up to you as their teacher to respond to this in a nurturing and open manner. That is what is sometimes lacking in public school approaches."

For more homeschooling resources, check out the Education Forum (GO EDFORUM).

Rot Around the Clock

Environmental consciousness and the solid-waste crisis are prompting a new look at an old method of dealing with waste—the humble compost heap.

Whether it's a pile of grass clippings and leaves enclosed by chicken wire in the backyard or a sophisticated system such as the \$20 million municipal facility that's scheduled to start operating this year in Portland, Ore., composting is hot.

None of this is news to David Peyton, manager of the Good Earth Forum (GO GOOD-EARTH), who, along with other forum members, shares the tricks of the trade with novice composters.

Peyton says the methods people use to compost vary widely. In that sense, there's art as well as science involved in effective composting. "Decomposition will take place in time, whether there is human intervention or not," he says. "People who compost, however, want to find the fastest, easiest and 'neatest' way to accomplish it. There's the rub."

Among the environmental benefits of natural decomposition to recycle organic material are less need for chemical fertilizers and lower energy use than incinerating or burying waste in a landfill.

Several files available in the forum's Library 3, "Ornamental Gardens," will help the beginner get started. They include COMPST.THD, a collection of messages that offers tips from members; and COMPOS.TER, a list of commercially available composting equipment.



PAUL FISCH

Weather Maps When You Want Them

Weathermen at more than 200 US television stations depend on data collected and maps prepared by AccuWeather Inc., a private international forecasting service based in State College, Pa.

Now these same national maps, relied on by radio and TV meteorologists, have been integrated into the Weather Maps area (GO MAPS). Included are maps presenting satellite overviews, today's and tomorrow's weather, current high and low temperatures, and a 48-hour projection. These are supplemented by special maps, such as those of the Middle East, which were issued during the war in the Persian Gulf.

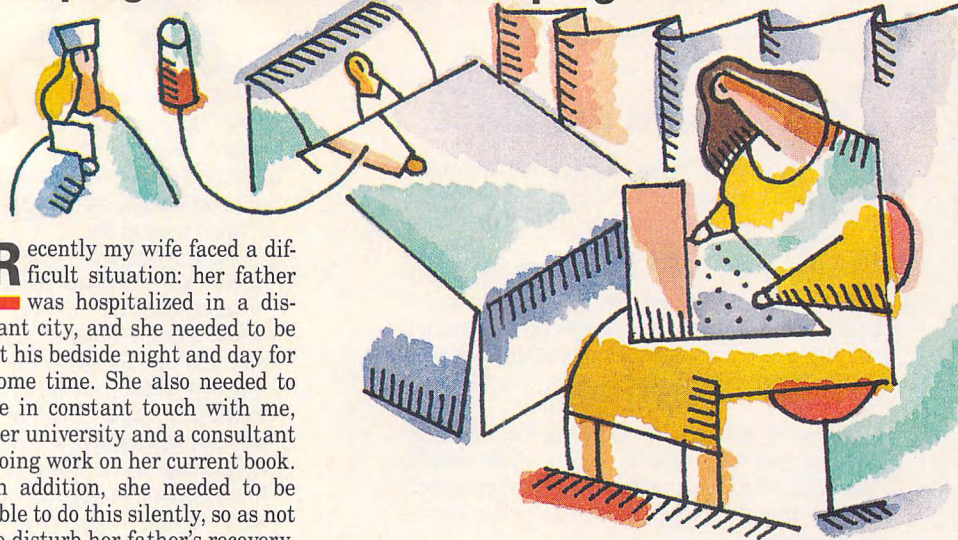
Depending on your communications software, maps can be viewed both on and offline as explained in the Graphics Support Forum (GO PICS) Library 1, "Forum Information," file MAPS.TXT. In addition to walking you through the step-by-step process of accessing the maps, MAPS.TXT explains that the maps are normal GIF87a images, which can be handled by all of the popular GIF decoders and viewers. Many decoders and encoders can be obtained in the forum's Library 3, "Decoders & Encoders," for most computer systems including IBM, Macintosh, Apple, Atari and Amiga.

MONITOR

Contributors:

Mike Pietruk, Cathryn Conroy, Gary Plummer, Lindsay Van Gelder

Keeping in Touch While Keeping Watch



ROBIN JAREAU

Recently my wife faced a difficult situation: her father was hospitalized in a distant city, and she needed to be at his bedside night and day for some time. She also needed to be in constant touch with me, her university and a consultant doing work on her current book. In addition, she needed to be able to do this silently, so as not to disturb her father's recovery. Phone calls were out.

Since we have a laptop computer and she, the consultant and I are all CompuServe members, we thought of the Information Service. A quick phone call determined that the hospital had modular phones; she grabbed a miniature modem from a local computer store and was off. Soon she was in the hospital and online.

For the next week she relayed health reports to me, while I relayed information from home and the university to her. She kept in touch not

only with her consultant but also with her friends on the Borland Database Products Forum (GO BORDB) Forum—all via CompuServe and all silently, while her father slept. She never missed a thing and he was never disturbed.

Her father is well now; thanks, CompuServe, for your help.

John E. Johnston III
Baton Rouge, La.

CompuServe Magazine invites CompuServe members to compete for \$50 of free connect time by writing a 200-word essay describing original uses for the Information Service.

Send essays to User ID 76004.3302. Please include your full name, address and User ID number. Watch for winning essays in Monitor.

So, the Operator Says...

CompuServe Member Bob Stone makes his living as a comedy writer who does work for corporate clients. (He describes himself as "court jester to the military industrial complex.") Recently, he was asked by a client, an American manufacturer of mainframe computers, to participate in a show in France for software companies from England and Continental Europe.

Although the audience would be at least rudimentarily English-speaking, Stone was stumped about what might tickle their various national funny bones, and in particular, what industry laugh-lines know no boundaries. He posted a plea on both the TAPCIS Forum International Section (GO TAPCIS) and the IBM European Users' Forum (GO IBMEUR) asking for guidance.

There was plenty, including the sage advice from a businessman with bases in New York and Paris, who warned that lawyer jokes and lightbulb jokes don't travel—but that everyone everywhere on the globe hates the local phone company. He added: "Jokes about IBM are great, too ... if you aren't addressing IBM people."

The Home Worker's Best Defense: Get Out of the House

The old boy—or old girl—network has never been more valuable to the home business person than it is in these days of economic and political uncertainty. According to home business gurus Paul and Sarah Edwards, personal and electronic networking can be more valuable than official demographic information.

"The 'soft' information one gets from personal contacts is often better than raw economic data that doesn't deal with one's own local or industry marketplace," say the Edwardses.

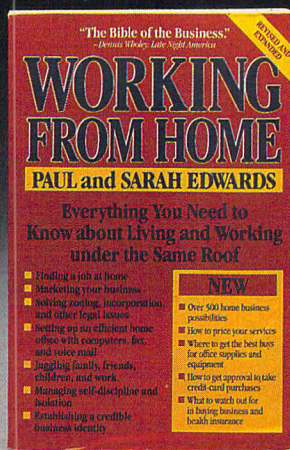
In addition, such networking keeps the isolated home business person in touch with others. "We're experiencing tense times now, with the recession and uncertainties in the Middle East. We think it's especially important for people working from home to keep up their contacts. It helps keep up their spirits,

too. The worst thing for those who are on their own to do is despair in solitude," they explain.

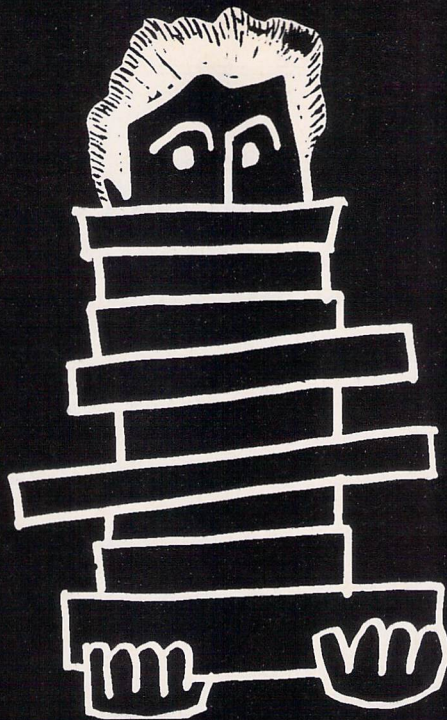
The Edwardses, forum managers of the Working From Home Forum and authors of *Working From Home* (Jeremy P. Tarcher Inc., 1990), advise making regular, face-to-face contacts with colleagues, clients and associates part of a weekly marketing strategy. In addition, participating in professional, trade and civic organizations keeps you abreast of the latest market trends and breakthroughs.

Setting up a networking group of people with similar interests not only lets you help one another find business, but you can also share experiences and moral support.

For more information on networking, drop by the Working From Home Forum (GO WORK).



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Current Hits

by David Peyton

The libraries in CompuServe's forums are filled with thousands of files. The following are a few of the files uploaded in recent months. For a more up-to-date list, check the weekly "Uploads" columns in *Online Today* (GO OLT-3700). To locate a file that has been moved to another library, use the BROWSE command and a wildcard. For example, type BRO *.ARC at any forum prompt.

APPLE II USERS FORUM

(GO APPUSER)

Clock Display—MenuTime, a desk accessory that automatically puts a clock in the menu bar of desktop programs. This version adds improvements including a date display when the clock is clicked on, a cancel button, the re-drawing of the clock every second and the disappearance of the clock with the menu bar hidden. File MENUTI.BXY (8,064 bytes) in Library 6, "Ilgs DAs/INITs."

AQUARIA/FISH FORUM

(GO AQUAFORUM)

Fishy Words—Two files related to fish and aquaria topics that can be added to your word processor's spell-checker supplement. DICT1.TXT (13,328 bytes) contains a list of technical terms most often used in the area of fish culture, water chemistry and aquariums. DICT2.TXT (6,965 bytes) contains a list of recognized scientific names for families of fishes. Both files in Library 14, "Software/Programs."

ASTRONOMY FORUM

(GO ASTROFORUM)

Eclipse Photo—An astrophoto of a total solar eclipse in February 1979, taken from Hecla Island, Manitoba, north of Winnipeg. This shot shows the "diamond ring effect" as the first sliver of the sun's photosphere peeks out from behind the dark disk of the moon. The sun's inner corona can be seen streaming around the edge of the moon. File ECLPS2.GIF (22,144 bytes) in Library 6, "Astrophotography."



AVIATION FORUM

(GO AVSIG)

AirCalc—A program written for the Atari ST. Takes the information that appears on the pitot-static port of an airplane and converts it to airspeed, altitude and mach number. Useful for people who work with flight instruments. File AIRCAL.ARC (24,832 bytes) in Library 13, "Av Computer Programs."

CB FORUM

(GO CBFORUM)

CB Prayer Vigil—An edited transcript of a prayer vigil held on the CB Simulator Band A, Channel 12, on Jan. 15, 1991, as the UN deadline approached for Iraqi troops to withdraw from Kuwait. At one time, more than 100 CBers were in attendance. File PEACE (67,410 bytes) in Library 1, "General."

DIABETES FORUM

(GO DIABETES)

Diet Information—A text file containing guidelines that are given to diabetes patients by Endocrine Associates of

Dallas, Texas. Suggests some quantitative means of modifying insulin dosage when a diabetic is sick and has to change diet. Gives instructions about what should be eaten and when a physician should be called. File ILLNES.TXT (2,864 bytes) in Library 2, "Beginners' Topics."

EDUCATION FORUM

(GO EDFORUM)

SAT Help—Verbal Vanquish, an interactive tutorial for preparing for the verbal section of the SAT test, written by an experienced high school teacher who used his near-perfect SAT score to study English at Harvard. It covers the tricks of thorough preparation and test-taking strategies. Sample questions from actual SAT tests are explained and difficult questions are analyzed. Learn to spot "trick" questions such as sound-alikes and other types. File SAT-VV.ARC (290,816 bytes) in Library 2, "Shareware & PD SW."



GAMERS FORUM

(GO GAMERS)

Biggest Cave Yet—*Adventure in Humongous Cave* is based on a 550 point version of *Colossal Cave* for MS-DOS systems. This text-based game has been expanded to 300 locations and more than 200 creatures, treasures and puzzles, totalling 1,000 points. Shareware. File H-CAVE.ZIP (390,272 bytes) in Library 2, "Adventure Games."

GENEALOGY FORUM

(GO ROOTS)

ZIP Code Help—ZIPKEY, a city-level directory of more than 43,000 five-digit US ZIP codes, combined with a keyboard enhancement program. For MS-DOS system. File ZIPKEY.ZIP (215,552 bytes) in Library 3, "MS-DOS Software."

HYPERTEXT FORUM

(GO MACHYPER)

Virus Information—An update to the Eduvirus stack, which gives information on Mac viruses. Includes an examination of viruses, worms and Trojan horses, an examination of virtually every antivirus product in circulation, an anti-Dukakis vaccine and several essays on how to protect your Mac from viruses. File EDUVIR.SEA (141,440 bytes) in Library 3, "Education."

IBM APPLICATIONS FORUM

(GO IBMAPP)

Sales Help—PC Sales Lead and Marketing Info Manager. Generates letters, labels and reports. This version creates tickler, thank-you, form, promotion and quote reports. Full sorting capability as well as record selection using any

criteria. Can use dual-tray printers to print a first page on letterhead and next page on bond. Print lead follow-up listings for distributors or sales representatives and offices. Ties "interest" codes in with ASCII letter files of the same name. File BBSALE.ZIP (361,216 bytes) in Library 6, "Business Apps [A]."

IBM BULLETIN BOARD FORUM

(GO IBMBS)

BBS Upgrade—Latest version of QuickBBS, direct from the QBBS Support Board. Files QEXE.ZIP (192,763 bytes) and QDOC.ZIP (documentation, 116,488 bytes) in Library 1, "BBS Programs [B]."

IBM NEW USERS FORUM

(GO.IBMNEW)

Lottery Leads—The latest version of Lotto Prophet, a lottery statistical compiler/evaluator. Will handle 60 lotteries at a time. Allows for file creating, updating, printing, showing repeat numbers, averages, sum of digits and skip-hit chart. Produces statistical reports, graphs and trend charts. Provides wheeling systems for Pick-5 and -6 games. BROWse for file PROP*.EXE (172,752 bytes) in Library 9, "Sports/Chance [N]."

MACINTOSH ENTERTAINMENT FORUM

(GO MACFUN)

Game DA—A game in a desk accessory. Game is similar to *Pengo*. Black-and-white and color versions included. File POLAR1.SIT (56,192 bytes) in Library 2, "Arcade/Action Games."

MEDICAL FORUM

(GO MEDSIG)

Patient Tracker—A set of linked HyperCard stacks to keep track of patients and their diagnoses, medications, social history, hospitalizations and surgeries and various health-care items. File PATDAT.CPT (162,560 bytes) in Library 14, "Apple/Mac Software."

WINDOWS NEW USERS FORUM

(GO WINNEW)

DOS Doorway—A program developed by Wall & Associates that provides Windows 3.0 users with a handy method of reaching the DOS command line without exiting windows. The user returns to Windows by pressing [ALT-TAB] or typing EXIT. Multiple DOS doorways can be opened. File DOORWA.ZIP (6,015 bytes) in Library 3, "Running DOS Apps."

David Peyton co-authored *How to Get the Most Out of CompuServe*, now in its fourth edition. His CompuServe User ID number is 76703,244.

Oldies but Goodies

by David Peyton

Following is a list of files uploaded to CompuServe forums more than a year ago that have won the right to be called "oldies but goodies," either by the recommendation of forum managers or by the number of downloads each file has received.

ADOBE FORUM

(GO ADOBE)

Text Screen Converter—A TSR program for capturing IBM EGA text screens and converting the codes to PostScript code for printing. Can use any resident font. Two PostScript fonts are supplied that encode in all 256 display characters. File SCRN11.ARC (48,882 bytes) in Library 3, "Utilities."

ALDUS FORUM

(GO ALDUS)

Import Filter—A WordPerfect 5.0 import filter for PageMaker 3.0. Includes a PageMaker publication file that documents the installation procedure. File WP5FL2.ARC (102,452 bytes) in Library 11, "PC Utils/DRVs/FLTs."

APPLE II USERS FORUM

(GO APPUSER)

Font Editor—John Thomas' Font Editor for the IIGs. This shareware editor assists owners of the IIGs and other Apple II computers who need an editor for fonts. Creates, edits and manages fonts up to 72 points in size. Also handles special character sets and runs on the IIG enhanced, IIGc+ and IIGs. File FONTED.BOY (44,416 bytes) in Library 10, "DTP Templates/Fonts."

ATARI ST ARTS FORUM

(GO ATARIARTS)

Bat Seat Driver—A public-domain arcade action game in which you pilot the Batwing. Game is written and compiled in STOS BASIC. File BATMAN.ARC (142,708 bytes) in Library 2, "Games."

AUTODESK FORUM

(GO AUTODESK)

AutoCAD Hatch Patterns—93 common hatch patterns via script. A self-extracting file with a documentation and script file. Boot your ACAD and invoke HATCHES script. The result can be sent to a plotter for a display of patterns and suggested scale factors on a 30- by 42-inch sheet. File HATCH.EXE (12,887 bytes) in Library 1, "AutoCAD."

COLOR COMPUTER FORUM

(GO COCO)

Heavenly Objects—Star Finder, a program to show you the position of 76 of the brightest stars, 88 constellations and 109 Messier objects at any time of the year, anywhere. High-resolution graphics. You must have 64K of RAM and ECB. Files STARFD.BAS (16,000 bytes) and STRFD.DOC (documentation, 1,920 bytes) in Library 8, "Application/Utility."

DBASE FORUM

(GO DBASE)

Screen Machine—A screen design editor and source code generator. Capabilities include source code generation in dBase, Turbo Pascal, BASIC, C and assembler; creation of

demo programs; capturing of any text mode screen for editing, code generation or documentation. Can turn any text mode screen into source code within seconds. Formerly a commercial product, now available as shareware. File SM.ZIP (87,552 bytes) in Library 9, "3rd Party Utils."

GRAPHICS SUPPORT FORUM

(GO GRAPH SUPPORT)

File Lister—HOGCHECK shows a sorted listing of your directories based on the space taken up by files in those directories. Useful for cleaning hard disks. Type HOGCHECK at the DOS prompt for syntax and usage. File HOGCHK.EXE (53,443 bytes) in Library 14, "Misc. Util & Code."

IBM APPLICATIONS FORUM

(GO IBMAPP)

Loan Program and More—ProLoan, a mortgage and loan shareware program that's flexible and contains online help windows. Do what-ifs and view side-by-side comparisons. File PL21.EXE (61,056 bytes) in Library 4, "Personal Acct [A]."



IBM COMMUNICATIONS FORUM

(GO IBMCOM)

Kermit for MS-DOS—MS-KERMIT version 3.00. Features include emulation of DEC VT320/VT340, an international character set in terminal emulations and file transfers, sliding window packet protocol, expanded LAN support and enhanced graphics commands in Tektronix emulation. Files MSK300.ZIP (111,350 bytes) and MSKDOC.ZIP (documentation, 126,504 bytes) in Library 3, "Comm Programs [C]."

IBM HARDWARE FORUM

(GO IBMHW)

Speedier Processing—Refresh finds the optimum refresh rate for your computer's RAM chips to give you an increase in processing speed of 3 percent to 20 percent. File REFRES.ZIP (35,574 bytes) in Library 4, "Gen. Hardware [H]."

IBM NEW USERS FORUM

(GO IBMNEW)

Theater Adventure—*Son of Stagefright* by Mike McCauley, the first-place winner in the Third Annual AGT Adventure Game Writing Contest. Play the role of an actor trying to get out of an abandoned theater. It's an adventure game in three acts, in which each act has a different theme and challenge. File SOS.ARC (196,992 bytes) in Library 3, "Adventures [N]."

IBM SYSTEM/UTILITIES FORUM

(GO IBMSYS)

Time Around the World—A program to display the cur-

rent time in 43 cities around the world as well as time zones, daylight or standard time. Set alarm for any city and calculate distances between cities, both in statute and nautical miles. Shareware. File GEOCHR.ZIP (45,056 bytes) in Library 7, "Desktop Utils [S]."

LOTUS SPREADSHEETS FORUM

(GO LOTUSA)

Driver and Compiler—A mouse menu driver and compiler that provides nested context-sensitive menus for Lotus 1-2-3 and Symphony, WordPerfect 5.0 and 4.2. Requires Microsoft compatible mouse and driver. Customize or create your own. Shareware. File XRAT.EXE (54,512 bytes) in Library 8, "Add-on Products."

MACINTOSH APPLICATIONS FORUM

(GO MACAP)

Macintosh II Display—Giffer, an image-display program for the Macintosh II family. This version works on a Mac IIci and fx. File GIFFER.SIT (90,496 bytes) in Library 9, "Graphics Tools."

MACINTOSH COMMUNICATIONS FORUM

(GO MACCOM)

Network E-mail—Broadcast, for simpler e-mail. Send short message to a computer on the network and it's displayed immediately on the receiver's screen. Complete with 12 icons to personalize your message. Shareware. File BDCAST.SIT (16,128 bytes) in Library 7, "Networking."

MACINTOSH ENTERTAINMENT FORUM

(GO MACFUN)

Tinkertoy Simulation—A program that allows you to play with 3-D Tinkertoys (such as springs and balls). May require a math coprocessor. File TINKER.SIT (17,152 bytes) in Library 4, "Board/Card/Ed Games."

SAILING FORUM

(GO SAILING)

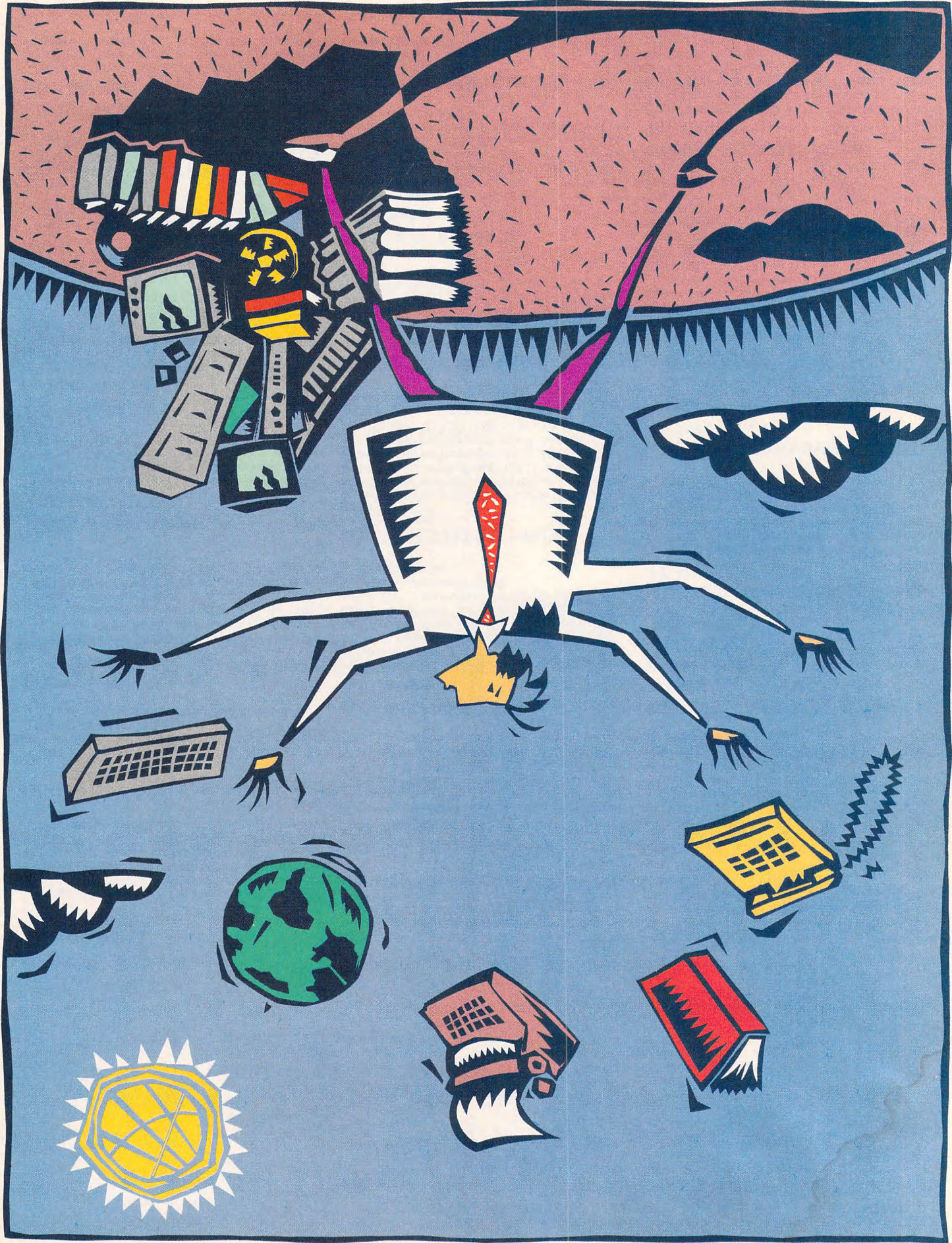
Star Charts—A program for MS-DOS systems with EGA. Draws a high-res 640-by-350 16-color star chart. Realistic display shows stars in correct relationship to others. Draws stars overhead for any location at any time on any date. Documentation included. File STARS.ARC (124,844 bytes) in Library 3, "Navigation Station."



WINDOWS NEW USERS FORUM

(GO WINNEW)

Mouse Activation—A program that allows activation of the mouse with non-Windows applications under Windows 3.0. Put it in a directory on the DOS Path, call it in a BAT file before calling the application, and call the >BAT file from Windows 3.0. File MOUSE1.EXE (3,808 bytes) in Library 3, "Running DOS Apps."



Escape from Know-man's Land

**Inundated by
irrelevant factoids?
Learn to discern what's
important and find out
how to get it—fast.**

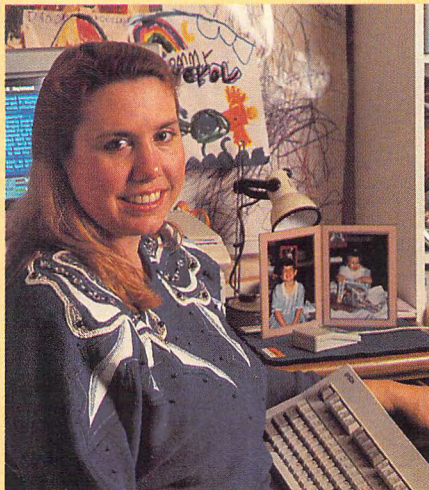
You dial the special weather number; the voice on the line tells you yesterday's degree days, the pollen count, the precipitation probability, the wind chill factor in both Fahrenheit and Celsius, and whether small-craft advisories are in effect. Unfortunately, what you really need is the aviation forecast and the weather in Paris, which you're certain is available somewhere—but where? Or maybe you think a degree day is something that takes place in June on college campuses, and you just want to know whether you should have brought an umbrella. Or what if you want to know what the weather was on this day in 1944? Maybe you should just try Dial-a-Prayer.

Don't Read This if You Don't Need It

CM offers some antidotes to "Information Overload":

- ▶ Be an information guerrilla. Start by knowing what you *don't* need to know and have confidence to quickly reject irrelevant material (see bottom of page 15). Try bouncing through this article to pick up what you need now; save the rest for later, clip references, or blow it off altogether.
- ▶ Learn when and how to use people, computers, libraries and other resources. Use online information retrieval, but do your offline homework first (see "Look before you leap," bottom of page 16 and "Narrow your search..." bottom of 17).
- ▶ Get search guidance when you go online. Forums are excellent places to gain a "working vocabulary"; also, use formal assistance such as IQuest's SOS (see 'Database Aces' box, top pp. 16–17, and "Performing a Search," p. 19).
- ▶ Get acquainted with databases available (see summaries of key databases on pp. 18–19 and comprehensive listings on pp. 20–21). If your interest is piqued, test out some databases by searching for more articles on "information overload."

Three Who Dared...



STEVE CASTILLO

Theresa Carey

A Second Opinion

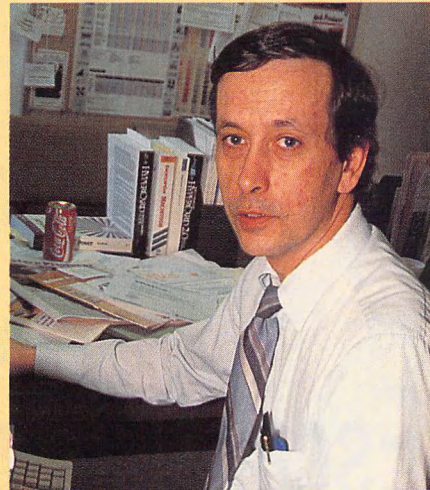
When Theresa Carey was seven months pregnant, she was diagnosed as having contracted toxoplasmosis—a disease that usually passes unnoticed in adults but can severely cripple a fetus. Her doctor was urging a series of extremely invasive in-utero tests that could have harmed her unborn child—or even caused a late-term abortion.

"I had a feeling that the doctor was being an alarmist," Carey recalls, "but it was just a feeling." She went to her local library to see if other physicians dealt with the problem differently, "but I didn't find a whole lot. So, in desperation, I tiptoed into PaperChase (GO PCH) and Health Database Plus (GO HLTDB)." There she found information that led her to realize that she had been exposed to the disease at a point in her pregnancy

that some doctors considered minimally risky. She even read scholarly articles by leaders in the field rebutting articles by her own doctor. "I'd use the information to go in and argue with him," Carey says now. "It really made me an informed consumer."

Best of all, her daughter Kate, now 2½, was born healthy.

A computer consultant from Palo Alto, Calif., Carey has since become an online database expert—so much so that she plans to deliver a paper on online research at the June meeting of the Independent Computer Consultants Association in Seattle. She's brimming with tips for others in her field: "Some of my clients upgraded their word processors at the same time that they bought an HP LaserJet III. The upgrade didn't include a driver for the LaserJet, and my clients were so upset that they were ready to buy a LaserJet II, even though they knew it was being phased out." Carey used CompuServe's IBM File Finder (GO FFF) to locate a driver online, dazzling her clients.



JAMES HAGGARTY

Garry Fairbairn

Advice from Experts

"If we were in New York City, we'd have lots of local experts to consult," says Garry Fairbairn, "but Saskatoon is rather distant from any such cluster of expertise. Until recently, there wasn't even a respectable users group." The Canadian prairie town, Fairbairn is quick to note, is the same latitude as Siberia.

Fairbairn edits a regional weekly newspaper for farm families throughout western Canada. When the company decided two years ago to get into desktop publishing, two local dealers were competing for his business. The more experienced dealer was pushing a more expensive system while an upstart eager-beaver firm had told Fairbairn that he could do everything he needed for much less on a Macintosh. Wanting a reality check, Fairbairn logged onto the various

Writ large, this dilemma sums up what writer/architect Richard Saul Wurman has called "information anxiety." Modern life is almost defined by the knowledge that there's a vast cosmos of facts Out There, and a multiplicity of gadgets and services with which to access them. But most of us don't have a clue as to what's important, where to find it and how to avoid wasting time on the extraneous.

Part of the problem is that we live in interesting times. Paul Saffo, a research fellow with the Institute for the Future, a Silicon Valley think tank, compares the present with the dawn of the book publishing industry. "Before the arrival of the printing press, scholarship was a function of memory—using the brain to take a mental snapshot of the static medieval world," he says. "Books meant a shift to the use of the brain as processor." As society lurched toward a culture of literacy in the last half of the 15th century, "all sorts of things that we take for granted today weren't established yet." Writers experimented with page length, didn't use page numbers and

put the table of contents in the back of the book. Even the concept of authorial rights didn't exist: Book buyers paid the person who owned a book for the right to copy it. "Everything was up for grabs," Saffo adds, "and my suspicion is that we're undergoing a shift just as fundamental today, as we move into new technologies."

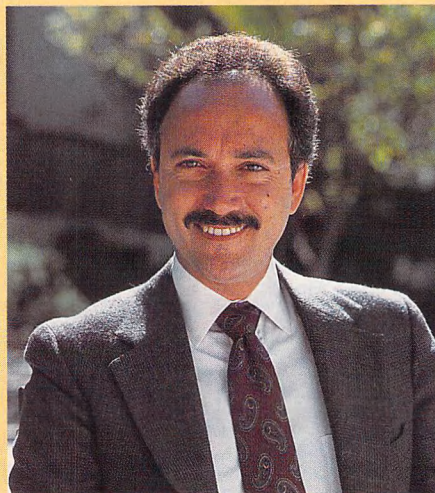
Saffo envisions a future in which "infobots" use artificial intelligence to custom-gather information for their human hosts. But we're not there yet—and just as early movies used immobile cameras as if filming a play, the presentation of information hasn't always caught up with the technology. Most online information was originally designed to be read in print form, and sometimes it shows. But print itself no longer meets the needs of the hard-core, post-linear info junkie.

"A lot of life is bound up in figuring out how to find a path through things," says Wurman, author of the "Access" travel guides and dozens of other books that have organized information on everything from medical physicals to airline schedules to personal finance.

CompuServe Apple Macintosh forums and asked for advice. When forum members confirmed that the less expensive set-up was indeed workable, Fairbairn bought it—and saved \$25,000.

Since then, Fairbairn has become a forum flying ace. He hired a newspaper design editor by posting a want ad on the Journalism Forum (GO JFORUM), and later found a free-lance “stringer” there, too. Some three-quarters of the software used on the company’s system is registered shareware, mostly utilities, originally downloaded from the Macintosh forums. Through consultation online with the manufacturers of one of his commercial programs, QuickMail, Fairbairn was able to obtain an update that ironed out some networking kinks. Yet another online connection permitted the paper to hire a page-layout expert who had beta-tested QuarkXPress 3.0, and was able to train the paper’s staff to use it before the program shipped. Most recently, advice from members of the Desktop Publishing Forum (GO DTP) helped the paper plan the purchase of a \$180,000 imaging system. “There are only 50 or 60 places in North America that have a set-up like this one,” Fairbairn adds—and many of those who do have the expertise are online.

In fact, Fairbairn found that there was so much to do online that he enlisted his assistant managing editor, James Haggarty, to get a CompuServe Information Service account and divide the work. One of Haggarty’s responsibilities was the DTP Forum, where he met Sysop Laura Janukowicz. They were married last February.



Michael Miora

Learning by Doing

The first time Michael Miora went into an online database, “I got all the wrong stuff. I even got an article that was written in Italian!”

A consultant from Playa del Rey, Calif., Miora specializes in helping companies bulletproof their systems against electronic break-ins and losses from natural disasters, such as fire and earthquakes. Recently he used first the Consultants (GO CONSULT) and Consumer Electronics (GO CE) Forums for advice and then the Computer Library (GO COMPLIB) for reviews to help one of his clients decide on very short notice what brand of handheld computer to buy. His most used database is the online version of the *Commerce Business Daily*. “It’s a critical resource for small businesses seeking to do business with the federal and state govern-

ments. The problem is that the [print] *Commerce Business Daily* is published every working day of the year, is lengthy and poorly organized.” Instead of poring over it every day, he searches the online version for the topics of special interest to his business.

“The *Commerce Business Daily* even lists points of contact at companies that have won government contracts,” according to Miora. “All I have to do is pick up the phone and tell them that while they’re hiring, we’ll gladly provide them with temporary consulting services. It’s good for them because they can start work immediately; it’s good for me because I can have work immediately; and it’s good for the government because they get the work done. Everybody wins, especially since the service costs so little.”

But Miora also uses online information outside his business. Recently he and his wife were invited to a potluck dinner party, but they were hooted down by another couple when they asked to pop their chicken dish into the microwave. Stung by the put-down, and also worried that their gourmet friends might be right that microwaving destroys nutritional value, Miora checked into Health Database Plus. “Scholarly writings from around the world showed that microwave cooking is in no way worse than conventional cooking,” he reports gleefully. The Mioras are back to “nuking” their food—although they still haven’t worked up the nerve to pass on the good news to their friends.

Wurman wants to see us move from a text-based mentality inherently based on old card catalog systems to a hypertext model based on “real human beings and the decisions they need to make.”

Case in point: when Wurman bought a car to travel between his Soho loft and his house in the Hamptons, he also bought a road atlas, and discovered that “they’re organized as if a person would drive across the United States alphabetically. And all the states are the same size.” The upshot was a new Wurman atlas that divides the United States into grids based on the distance a person can typically drive in a day.

Beyond the problem of maneuvering through information that’s arranged counter-intuitively, Wurman adds, most of us have ingested toxic amounts of pseudo-knowledge. The classic example: panicking when you hear that the Dow Jones average has dropped 500 points, even when you couldn’t begin to explain what that means. “We’re afraid to ask dumb, basic questions,” according to Wurman. “As a

result we have no perspective; we can’t attach any significance to what we’re hearing.”

Many of us make the mistake of learning too much. “Insecure people don’t have the confidence to reject material that has absolutely no relevance to them. In this culture such obsessive-compulsiveness is easily confused with curiosity or the meeting of genuine business needs,” says New York psychiatrist Elliot Wineburg. Wineburg has stressed-out, fast-lane patients who “think they have to absorb everything. In fact the mark of the best executive or manager may be the ability to know what you don’t have to know—and then how and when to use other people, or computers, to obtain the information you do have to know.”

If it’s any consolation, even information professionals feel overwhelmed by the amount of what’s Out There. These career specialists in online database research (many of whom can be found hanging around CompuServe’s Working From Home Forum, GO WORK) hire



I Quest's Database Aces

In a small soundproof room in the Philadelphia Main Line suburb of Bryn Mawr, Pa., from early morning until late at night you can find a bunch of people sitting in front of computer screens in wheeled secretarial chairs. When a CompuServe user types "SOS" during a search on IQuest, these are the hardy souls who answer the call. Their official title is "user service representatives," but they've been known to call themselves "research commandos."

For starters, they've got the response time of fighter pilots. "When a user needs help, our software sets off a beep," says manager Vilma Lieberman. "If someone doesn't respond within 15 seconds, it starts screeching." The SOS reps also have the fastest chairs in the east; when they need to consult the documentation for the service's more than 850 databases, they literally zoom across the room to the three walls of bookshelves.

More than 30,000 callers per year take advantage of the SOS feature, with traffic especially heavy at the times of year when term papers are due. "If it's your first time using IQuest, it's good to tell us that,"

themselves out to clients who need complicated information in a hurry. When Sue Rugge, now chief of the Rugge Group in Oakland, started the first online research firm 20 years ago, there were three online databases; today, Rugge estimates that there are more than 5,500. Knowing how to slice through them is an art, and most information professionals have advanced degrees in library science.

CompuServe users have access to a staggering number of databases (see accompanying boxes), and for many of us, they're a primary source of information. But few of us have formal research training, and none of us want to waste our money floundering about the system. Here are some tips from users and professionals alike about how best to navigate the service.

Look before you leap. Information professionals usually begin any search for a paying client with a "reference interview," in which they try to ferret out exactly what a client wants to know. "Let's say someone asks me for information on the major players in the software industry," explains Marydee Ojala, formerly vice president of information services with the Bank of America and now an independent information specialist in Overland Park, Kan. "I'll ask them, do they mean manufacturers? Wholesalers? Retailers? Do they care about sales? Number of products manufactured? Are they looking for a small list (for instance, of people to write profiles of in a business magazine) or are they looking for a large list (for instance, of people to invite to a technology conference)?" All of these questions

affect the the choice of database and search terms.

Novices doing their own database hunts can follow the example of the pros. "Offline, I take a low-tech, red felt-tipped pen, and I plan my search," says Joe Zlomek, editor and publisher of *The Mercury* in Pottstown, Pa. Zlomek uses the Executive News Service and the Newspaper Library to gather background for editorials he writes. "I ask myself what I really want before I barge in and spend a lot of money."

Typically, Zlomek will do his research in stages, beginning with what amounts to a fact-finding mission. For example, he was recently trying to get information for an editorial advocating the regionalization of police forces. Using the key words REGIONAL and POLICE, he first searched newspapers in his area whose articles are available in Newspaper Library, then scanned the headlines that his search turned up. Instead of downloading them all, he picked one or two of the most promising full-text articles on the list. Then he logged off and went over the articles, circling the names of townships that had already regionalized their police forces, as well as names of local police and politicians who had been active in those changeovers. When he logged on again, he had a more refined set of key words to begin his next search with.

If you're a beginner, take the easy way out, wherever possible. If you access IQuest (see accompanying box), that means hollering for SOS, the system's squad of online information special-

to the Rescue

says Lieberman. "We look at each SOS conversation as training experience. It also helps to tell us what you need the information for—business, school or whatever." The SOS operator can't see who you are—so if you're doing top-secret digging (or if you're looking up a rare sexual dysfunction ... which sometimes happens), your anonymity is preserved.

Most of the SOS's reps' expertise lies in figuring out which database to search—and why. IQuest's Cyndi Schoenbrun not long ago devised a search strategy for a CompuServe user whose young son had been diagnosed as having Attention Deficit Disorder and was prescribed the drug Ritalin. "There are a lot of ways to approach this," Schoenbrun explains. "There have been rumors about the side effects of Ritalin, so from a medical standpoint, you could go into Medline, or into the Comprehensive Core Medical Library database, where we have full-text articles from the *New England Journal of Medicine*. Or you might want to go look at it from a news standpoint, in the newspaper and magazine databases. A third approach would be to go into ERIC, the edu-

cational research database, and get information about how ADD is being handled in the schools. Finally, we have *Books in Print* online, and I'd check that to see if there are any books on the subject."

What's the oddest request the research commandos squad has had? Schoenbrun's favorite was the user who stumped the panel by coming online with what seemed like a long word in another language ... until they looked at it more closely. The user had typed: "helpmyspacebarisstuck."

Addendum: IQUEST.CO, a transcript of a conference about how IQuest can be used by teachers and students, is in Library 10 of the Education Forum (GO EDFORUM). IQuest's Cyndi Schoenbrun of SOS and Trudy Sohle of Grolier's Encyclopedia (GO AAE) were also guests at a recent conference on the Desktop Publishing Forum about online research needs of publishing professionals. A transcript of that conference, RSCHCO.TXT, is available in Library 8. And in Library 1 of the DTP Forum, you'll find the file IQSCAN.TXT, an excellent tutorial on using IQuest's SmartScan feature.

ists—that's what they're there for.

It also might mean investing in a friendly user interface such as CompuServe Information Manager (CIM). Joseph F. Miller, an Indianapolis entrepreneur and philanthropist, found his early forays into CompuServe "intimidating." He was able to set up an ENS clipping folder, use electronic mail, and perform some IQuest searches. "But I knew all the time that if I could only figure out to use the forums, I'd gain significant power from my CompuServe membership." CIM was the key. In a matter of days, Miller had entered the Travel Forum to get information about an upcoming business trip to Thailand, ventured over to the Scuba Forum to get information on Thai diving sites to do in his free time, and made business contacts on the International Entrepreneurs Forum GO USEN ("which is a better place to learn about real businesspeople in the real world than any college course"). Now that he has confidence, Miller is using Navigator on its own, but he says the investment in CIM was well worth it.

Narrow your search, but broaden your thinking. "Have you ever tried to do a search about terrorist activities?" snorts Barbara Quint, former head research librarian for the RAND Corp. and now an information specialist in Santa Monica, Calif. "Unless you're very careful, you'll come up with a ton of sports stories: teams bombing on the court, hopes for the playoffs exploding, every other military metaphor in the book."

Most online databases require the user to begin a search with key

words. Overly broad key words can be a disaster, bringing either far too many citations or the wrong ones. Take the case of the journalist who recently tried to gather information on IQuest about Bill Moss, who makes high-tech tents for yuppie campers and Arab sheiks. Instead of telling the database to look for BILL MOSS AND TENTS, the journalist used the subject's name alone—and came up not only with articles about several unrelated Bill Mosses, but several about the laws being passed in Congress about the green stuff that grows in the Louisiana bayous.

Quint recommends beginning with an ultra-narrow search—a key word so specific and even jargonous that it could appear only in an article about the subject you're looking for. "The idea isn't to get a lot of hits, it's to get the right ones," she notes.

Serious CompuServe jocks (like the ones profiled in the accompanying stories) know that the richest searches combine the use of different types of resources. The online environment includes reference material (such as encyclopedia entries and article reprints) from the past, up-to-the-minute

material (such as ENS clipping folders) from the present and perspective forming resources (such as the forums) that can give you future feedback. Learn to weave and bob and use them all in concert.

Don't always assume that the answer can best be found online. Sue Ruge notes that beginners often don't realize the scope of what they can find online. She once had a client's secretary ask her how many hotels and motels there were in the state of California. Curious, she asked why the client needed to know. "Because my boss ordered all the Yellow Pages from all over the state so I can input the information into our computer, and I'm trying to estimate how much time it's going to take." Ruge had a better idea: download all the names from an online list and send them to the client on a diskette.

Nonetheless, some online searches make about as much sense as chartering a yacht every time you want a tuna fish sandwich. "Someone once asked me to track down a particular piece of music by Schumann," recalls Barbara Quint. "It wasn't impossible to locate it online, but it was silly. The fastest place to find it was the *Schwann's Catalogue*, available in any record store."

Marydee Ojala once had a client who asked her for a list of people in Kansas City who had donated to environmental causes. "I hauled out the phone book and looked up the Sierra Club and Greenpeace," she recalls.

Lindsay Van Gelder has written about IBM PCs and other computers for PC, PC World, PCjr and other publications. Her CompuServe User ID number is 70007,1416.

How to Be an 'Information Guerrilla'

After you've done some groundwork, found out what you do and don't need to know, established a working vocabulary of the subject and targeted a database or two, you're sufficiently armed and ready to go. There's only one thing left to do before getting online: familiarize yourself with database navigation and usage.

For many people, "jumping in" is the most troubling aspect of the entire process, though it needn't be. With a little preparation, the online time should be trouble-free and swift—quick in, quick out—with plenty of information booty in tow. Some services, like IQuest, even help you pick the right database. On these two pages, we present five of CompuServe's most popular and robust information/reference services and provide brief tutorials to help get you started.

On pages 20–21 you'll find a comprehensive listing of CompuServe information and reference services—not including more than 850 databases under the IQuest umbrella. (See IQuest box, p. 19.)

Remember: one of the advantages of a "full-service" information service like CompuServe is that you can use other areas to help put your findings into perspective. Corroborate your research findings with experts in the appropriate forums (use the FIND: command); keep up with current events in your field of interest by setting up a clipping folder on the Executive News Service; use File Finder to check into forum libraries for valuable unpublished works.

Executive News Service (ENS)

Many online resources let you browse and search for news reports that already have been published, but the Executive News Service is one of the few that lets you search for news as it happens.

By creating electronic personal folders, you can direct ENS to constantly scan the major incoming news wires and retrieve future stories about subjects that you specify. Articles it captures can be held in reserve online until your next visit. ENS has access to The Associated Press, United Press International, Reuters Financial Report, OTC NewsAlert and *The Washington Post*.

To use the personal clipping folder feature of ENS, you must be an Executive Option subscriber. (For details, type GO EXECUTIVE.)

Then, to access the feature, enter GO ENS. An option on the main ENS menu enables you to create and maintain your clipping folders. When you select that option, the system asks for the following.

1. A folder name (up to 10 characters).
2. An expiration date (up to one year).
3. The number of days you want stories to be held in the folder.
4. Which news wires you want future stories clipped from. You may select more than one.
5. Up to seven key words or phrases,

which may be up to 80 characters long each.

The key words also offer some sophisticated commands. For example:

- An asterisk (*) is a wildcard, so the search term MEDIC* clips stories containing "medics," "medicine," "medical," "medicinal," "medicate," and so on.
- You also may qualify your phrase with a plus sign (+) to require two or more words or phrases be in a given article, such as MEDICINE+SPORTS.
- To indicate that a story should be clipped if it contains one key word but *not* another, use a minus sign (-), such as MEDICINE-SPORTS.
- To clip a story that matches any of two or more phrases, use the | sign, as in MEDICINE|SPORTS|COSTS.

You also can revise or delete a folder by choosing the "Create/Change/Delete" option, which allows you to add and delete key words and phrases and news wires. The revision option also lets you change the expiration date and the retention days.

When you have created one or more folders, you can view the contents whenever you are online by typing GO ENS. You will find the main menu has been revised to add options for viewing each folder. The stories in the folders are displayed in menu form, starting with the most recent.

Magazine Database Plus

Magazine Database Plus (GO MAGDB) makes available more than 100 general-interest publications, such as *Changing Times*, *The Atlantic*, *The Economist*, *The New Republic*, *Popular Science* and *U.S. News & World Report*, dating back to January 1986. The full-text versions of more than 127,000 articles from these magazines cover diverse topics, including current events, business, science, sports, news, people, personal finance, family, arts and crafts, cooking, education, the environment, travel, opinion and much more. Book and movie reviews also are included.

Magazine Database Plus has a simple yet powerful interface for creating searches and retrieving articles. First select the type of search you want to perform from among the six methods available. Most users elect to search by key word, then enter the word or phrase that describes the topic they are interested in. Searches by subject heading, publication name, publication date or article reference numbers, or for words appearing anywhere in the article, also are supported.

Magazine Database Plus carries surcharges of \$15 per hour and \$1.50 per article displayed online in addition to base CompuServe connect rates.



Encyclopedia

Grolier's Academic American Encyclopedia (GO AAE), updated and revised four times a year, enables key-word searching of more than 33,000 articles, fact boxes, bibliographies and tables.

Once inside the AAE service, you can type SE at any prompt followed by a key word. The service sorts its entries and displays in menu form a list of titles matching the term.

With most searches, the encyclopedia finds all entries beginning with the letters you enter, so CAT finds CAT, CAT TAIL, CATERPILLAR, CATACOMB and so on. However, the service also recognizes a pound sign (#) to specify a search term. If you enter # at the end of a key word—as in SE CAT#—the system finds only articles that match the term exactly.

In addition, with search terms shorter than three letters, AAE retrieves only those entries that match exactly. Thus, searching for OZ would find *The Wizard of Oz*, but not OZONE.

IQuest (GO IQUEST) helps you find the right database for your topic. Successive menus help narrow your search to categories, such as "business" or "science and technology." Additional submenus prompt for further refinements until IQuest has enough information to select the proper database.

When the system is ready to get down to cases, it prompts you to "Enter your specific topic," that is, a key word or words for your search. Some guidelines:

1. Omit common words (such as OF, THE, FOR and AT). Instead of THE DEPARTMENT OF THE INTERIOR, make it DEPARTMENT INTERIOR.

2. Use words and phrases that are unique to your subject. For example, CONVERTIBLE is a more specific term than AUTOMOBILE.

3. The slash (/) character is a wildcard and can be used at the end of a key word to retrieve references to text that includes words beginning with specified letters (COMPUT/ to retrieve COMPUTER, COMPUTERS, COMPUTING, COMPUTATIONS, and so on).

Three connectors are recognized:

- ▶ AND narrows your search. For example, APPLE AND IBM to fetch only those files that contain both key words.
- ▶ OR expands your search. APPLE OR IBM retrieves files containing either word.
- ▶ NOT excludes a specified topic. If you are seeking references to the Soviet Union, but not political subjects, you might enter

SOVIET NOT POLITIC. Articles retrieved would contain "Soviet," but not articles with words that begin with "politic," such as "politics," "political" and "politicians."

Also, you can "nest" searches by using parentheses around groups of words you have connected with AND, OR or NOT. (UKRAINE OR RUSSIA) AND AGRICULTURE retrieves files that contain a mention of at least one of those Soviet republics and the word "agriculture."

After you have entered the search strategy, IQuest logs on to the appropriate database, makes the search, then displays the number of "hits," that is, the number of references meeting your specifications. You then can display any of the articles simply by entering corresponding heading numbers.

The databases of IQuest provide either of two basic kinds of information: Full text (the complete articles you've located) may be the text of a story from a specific newspaper or magazine, a research report from a specialized database of business or educational information and so on. (Also see IQuest story, pp. 16-17.)

Bibliographic references provide directory type information, such as the name of the publication, date, author and title of the article. Some also provide abstracts of the cited articles.

IQuest is a surcharged service. See online information for details.

Performing a Search and Recover Operation

1 BASIC TRAINING

Gain a working vocabulary of your subject using traditional reference resources, the forums and news services.

Target your database(s) and get a basic grasp of navigation and search commands of that database before getting online.



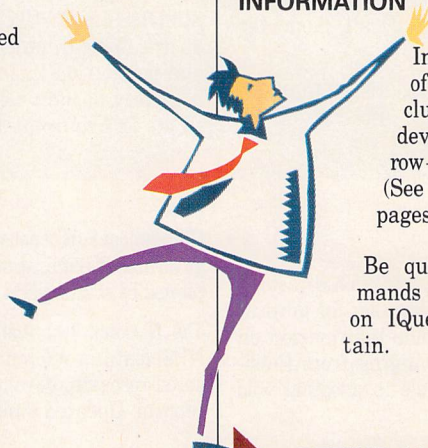
2 DEFINE AND SEARCH

Choose key words carefully, based on working vocabulary gained in step 1.

INFORMATION and OVERLOAD

Intensify the focus by use of key-word connectors, excluders, "nesting" and other devices provided to help narrow—or broaden—the search. (See tutorials on these two pages.)

Be quick to use HELP commands (and operator assistance on IQuest) when you're uncertain.

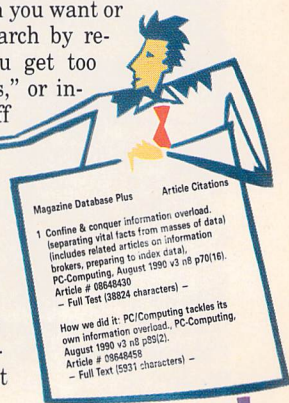


3 REFINE AND RECOVER

Review selections gleaned by the search.

Download information you want or further refine the search by repeating step 2 if you get too many or too few "hits," or information that's off the mark.

Put archival information into perspective by checking news services for current developments (see ENS, p. 18) or by seeking out forum libraries and resident experts.



Computer Library

Computer Library (GO COMPLIB) consists of Computer Database Plus and Computer Directory. Computer Database Plus (GO COMPDB) contains full text and summaries of computer-related articles in more than 120 magazines, newspapers and journals, covering hardware, software, electronics, engineering, communications and the application of technology. The publications include *PC Magazine*, *Personal Computing*, *MacWEEK* and *Electronic Business*.

From the feature's main menu, choose the option "Access Computer Database Plus" to begin your search. Most searchers begin with the "Key Words" option. Subsequent menus give you the opportunity to narrow or broaden the search field. When you are ready to see the selected stories, an option allows

you to request a menu. You may call up the entire text of more than 70 percent of indexed articles. The database is updated weekly with material from current issues of the publications.

Computer Directory (GO COMPDIR), provides information on more than 55,000 computer hardware and software products sold in North America. Updated monthly, the directory may be used to pinpoint an exact product or group of products and encompasses information on software packages, computer systems (micro-mainframe), peripherals, data and telecommunications products. Summary information on more than 9,500 manufacturers is also included.

Computer Library Services carry surcharges. See online information for details.

For Your Reference: A Guide to Online Databases

BUSINESS

Computer Directory (GO COMPDIR) is a computer industry clearinghouse, with information on more than 55,000 products and 9,500 producers.

TRW Business Credit Profiles (GO TRWREPORT) offers credit and business information on more than 13 million organizations, including payment histories, financial information and ratios, and key business facts.

Marketing/Management Research Center (GO MKTGRC) offers access to databases containing indexes to the full text of major US and international business and technical magazines, reports and news releases.

Business Dateline (GO BUSDATE) provides full-text articles from more than 115 regional business publications in the US and Canada, including coverage of local economic conditions.

The Business Wire (GO TBW) offers frequent daily updates of business news through press releases, news articles and other business information.

Corporate Affiliations (GO AFFILIATIONS) contains company profiles and information on corporate linkages for parent companies and their affiliates.

Value Line Data Base II (GO VLINE) contains annual and quarterly corporate reports as well as the Value Line three- to five-year projections.

S&P Online (GO S&P) provides recent information on 4,700 companies, including business summaries, recent market activity and dividend information.

Data-Processing Newsletters (GO DPNEWS) offers full-text articles from leading newsletters covering the computer, electronics and telecommunications industries.

D&B-Canadian Dun's Market Identifiers (GO DBCAN) contains directory information on about 350,000 Canadian companies.

D&B-International Dun's Market Identifiers (GO DBINT) contains directory information on about 2.1 million public, private and government-controlled companies in 120 countries.

InvesText (GO INVTEXT) provides full-text company and industry research reports compiled during the last two years by analysts from Wall Street, regional and international brokerage houses and research firms.

Thomas Register Online (GO THOMAS) contains information on almost 150,000 US and Canadian manufacturers and service providers and is updated on an annual basis.

D&B-Dun's Market Identifiers (GO DMI) contains directory information on more than 6.7 million public and private US companies.

DEMOGRAPHICS

CENDATA (GO CENDATA) is a storehouse of US Census Department statistical information and analysis, including detail from the 1990 Census.

Neighborhood Reports (GO NEIGHBORHOOD) offers US demographic information organized by ZIP code.

US State and County Reports (GO USSTCN) offers US demographic information organized by state or county.

SUPERSITE (GO SUPERSITE) is useful for producing demographic sales reports. Business and population information is organized in a variety of methods, ranging from census tracts to Arbitron television markets.

Business Demographics (GO BUSDEM) is designed to help businesses analyze potential areas, based on data derived from census information. It organizes numerical information on businesses and workers into categories per geographic area.

GOVERNMENT

Information USA (GO INFOUSA) is a directory of names and mailing addresses for government agencies that provide information on government activities, ranging from President Bush's daily schedule to adopting wild burros and horses.

Government Publications (GO GPO) is a directory of government publications and periodicals accompanied by subscription information.

The National Technical Information Service (GO NTIS) features references for government sponsored research, development and engineering reports. Updated bimonthly.

Commerce Business Daily (GO COMBUS) offers full text of US Commerce Department publications, including relevant government contracts and related data and requests for proposals.

HEALTH AND MEDICAL

Health Database Plus (GO HLTDB) contains health-related articles selected from technical and professional journals.

The Handicapped Users Database (GO HUD) contains information of interest to the handicapped and disabled community.

PaperChase (GO PCH) is the National Library of Medicine's database of biomedical literature (Medline), featuring more than six million references from more than 4,000 journals, beginning in 1966.

The Human Sexuality Database (GO HS) allows keyword or topical searches for everything from abortion to genital odor.

The Rare Disease Database (GO NORD) maintained by the National Organization for Rare Disorders (NORD), provides up-to-date information on rare and "orphan" diseases.

Physicians Data Query (GO PDQ) consists of four cancer information databases from the National Cancer Institute: the Consumer Cancer Information File, the Professional Cancer Information File, the Directory File and the Protocol File.

IQuest Medical InfoCenter (GO IQMEDICINE) is a comprehensive online information service offering access to important databases covering virtually every aspect of medicine, including medical practice and research, drug information and allied health studies.

CCML AIDS Articles (GO AIDSNEWS) is the full text of AIDS-related articles from leading medical reference books, text books and general medical journals.

The Veteran's Administration Rehabilitation Database (GO VAR) focuses on rehabilitation research and technology. It also includes a calendar of related events ranging from "The World Games for the Disabled" to upcoming conferences of the Society of European BioEngineers.

PsycINFO (GO PSYCINFO) contains abstracts of articles from international literature in psychology and behavioral sciences with coverage extending back to 1967.

HealthNet (GO HNT) is a general medical and health information source.

LEGAL

Trademark Research Center (GO TRADERC) provides access to databases containing all textual-numeric federal trademarks active in the United States and all non-graphic trademarks for the US and Puerto Rico.

Patent Research Center (GO PATENT) provides access to databases containing summaries of US patents granted in chemical, mechanical, electrical and design categories as well as summaries of patents granted internationally.

Legal Research Center (GO LEGALRC) provides access to databases containing indexes to articles from more than 750 law journals. Also contains indexes to publications, studies and other sources; summaries of documents; and indexes to child abuse information sources.

NEWS AND MAGAZINE

Magazine Database Plus (GO MAGDB) has full-text articles from more than 90 of the most popular magazines in North America, ranging from *The Atlantic* to *US News & World Report*.

Newspaper Library (GO NEWSLIB) has full-text articles from approximately 50 prominent US newspapers, generally appearing two days after their initial publication.

Consumer Reports (GO CONSUMER) contains the full text of Consumer Reports' product/service reports and articles divided into the following categories: appliances, automobiles, electronics/cameras and home.

NewsGrid (GO NEWSGRID) features general news and business-related information gathered from wire services.

USITT (GO BPF-402) is a 25-year index for the quarterly journal *Theatre Design & Technology*.

Media Newsletters (GO MEDIANEWS) includes the full text of articles from several leading newsletters in the broadcasting and publishing industries.

AP Online (GO APO) offers hourly news updates covering business, politics, entertainment, national and world events and more.

IQuest (GO IQUEST) is CompuServe's ultimate information source that is networked to more than 850 databases around the world.

Journal Graphics Transcripts (GO TRANSCRIPTS) contains a directory of transcripts available from the nation's largest producer of printed transcripts for television broadcasts, ranging from "Donahue" to "Nightline."

Executive News Service (GO ENS) is an online clipping service that examines thousands of wire stories a day. It allows users to create customized clipping folders using key words they determine.

Computer Database Plus (GO COMPDB) contains summaries and full-text articles from more than 130 computer oriented magazines, newspapers and journals. Entries are updated weekly.

PEOPLE

Marquis' Who's Who (GO BIOGRAPHY) contains biographical information on key professionals.

Dun's Electronic Business Directory (GO DYP) lists more than 8.5 million US business professionals and companies, both private and public.

Phone*File (GO PHONEFILE) lists approximately 80 million US households and displays phone number, name, address and length of residence.

Missing Children (GO QPICS) contains GIF and text files of missing children, uploaded by the National Child Safety Division and located in Library 5, "Missing Children," of the Quick Picture Forum.

MISCELLANEOUS

Grolier's Academic American Encyclopedia (GO AAE) is the full-text online version of the Academic American Encyclopedia, which contains more than 10 million words and 33,000 articles. Updated quarterly.

Books In Print (GO BOOKS) provides bibliographic references to books currently being published in the United States, many out of print books, or books expected to be published in the next six months.

Book Review Digest (GO BOOKREVIEW) includes bibliographic references and summaries of critical reviews of English-language adult and children's fiction and non-fiction published since 1983.

Dissertation Abstracts (GO DISSERTATION) includes information on dissertations for academic doctoral degrees at accredited US institutions since 1861 plus selected Master's theses and dissertations from many Canadian and non-US institutions.

Magill's Survey of Cinema (GO MAGILL) provides full text of review articles covering films released since 1902.

Peterson's College Database (GO PETERSON), the online counterpart to Peterson's two- and four-year college guides, offers detailed information on more than 3,400 accredited colleges in the United States and Canada.

MEDICAL INFOCENTER

TAKE A CLOSER EXAMINATION

Find information on virtually any aspect of medicine, including medical practice and research, pharmaceutical news and allied health studies.

Search more than 20 medical resources; or access IQuest's complete complement of databases.

GO IQMEDICAL at any ! prompt.

IQuestSM

Shorten Your Information Quest

Interfacing Over CIM

The Information Manager Support Forums let users ask questions that may help shape the program.

As Jim Woodburn tells it, he decided to be boneheaded. He had just gotten his new copy of CompuServe Information Manager and ignored the time-honored advice to read the documentation first. "I wanted to fool around with this new CIM program for a couple minutes before going to bed," recalls the Minneapolis emergency room physician. "Four minutes later the software was loaded, installed and connecting me to CompuServe. It even found my mouse, and bingo! I was online."

While the new DOS and Macintosh graphic interface is easy to install and use, some CompuServe members may still need expert help in uncovering nuances of the program. Like Woodburn, many also resist reading the documentation, and that's where the connect-charge free CIM Support Forums come in.

Here, members get one-on-one technical assistance from CompuServe Customer Service staffers who specialize in the intricacies of CIM (GO CIMSUP for DOS support and GO MCIMSUP for Macintosh support). The message boards bustle with a daily influx of questions, and the libraries are well-stocked with help files. In fact, you'll find 95 help files in the DOS forum and more than 30 such files in the Macintosh forum. Forum members also share programs and utilities with one another in the DOS Forum's User Contributions Library. Announcements about upgrades and enhancements to the software are made in "New Notices!," a special pull-down menu in the forum. (See the accompanying boxes for details on the forums' features.)

Because CIM is still new, and still developing, questions are sometimes posed that have no easy answers. A user may have a problem sending a CompuServe Mail message. Another has trouble logging on with a

certain type of modem. The solutions that eventually are discovered evolve from a give-and-take between the software developer and the end user. It is this exchange that makes the CIM Support Forums unique, for this is where the future of CIM is continually taking shape. And because of the medium the forums provide, the end user is just as much a part of this evolution as are the software designers.

"Since the first version of CIM was released, hundreds of constructive suggestions have been made by users. A number of these have already been included in the software, while others are scheduled to be implemented in future releases," says Dave Paul of the DOS CIM Support Forum, noting that the best place to leave messages about problems or ideas for software improvements is the forums' Suggestion Box. For a checklist of what to include in your message, see "Common Questions Answered" on page 24.

Forum member Scott Compton received a \$100 usage credit for his input. Compton identified one of those tricky intermittent

COMPUTING SERVICES

CM's Computing Services Credo:

For those who call out for advice, answers, even mere companionship in a discomfiting computer world, we throw you the online rope that connects to the main. No man is an island unto himself. Herein the Control-G tolls for thee.

▼
A Front End
and End Users

▼
Amiga's Hot,
page 27

Connect-Free Support

Remember, time spent online in the CIM Support Forums is free of connect-time fees.

In a little over a year of operation, more than 50,000 messages have been left in the DOS CIM Support Forum.

Thousands of CompuServe members have joined the DOS CIM Support Forum, with some 2,300 visiting the forum each week.

About 1,000 messages are posted each week in the DOS CIM Support Forum.

Suggestions from Mac CIM support Forum members have resulted in numerous improvements in Version 1.5, available this month.

problems that the CompuServe programmers could not duplicate. Compton's step-by-step reproducible procedures concerning two different blank message bugs allowed the CompuServe programmers to easily fix the problems in CIM version 1.22 and future upgrades.

Although it took Compton eight months to find the blank message solution, he describes the process as "a complete blast." A Hartnell College student majoring in electrical engineering and computer science, he says the CIM Support Forums are "the best thing since sliced bread. You can communicate directly with Customer Service personnel, the programmers and the people who have their fingers in the code."

"It's really encouraging to see that suggestions for enhancements made in the forum actually make it into the software," says DOS forum member Chris Keavy. He suggested that since CIM uses so much memory, the program should be broken up into sections. Specifically, Keavy advised that the graphics viewer be placed in a separate section.

"The forum offers a way for people not only to learn more about the software, but also to express their opinions about it. CIM is not like other programs that you buy and end up just being stuck with, unable to change," says Keavy.

Being able to tell the developers just what they think has caused some people to become more avid users of CIM than they probably ever imagined. A case in point is Jacqueline Snow, one of the first DOS CIM users, who started visiting the forum because it gave her a free way to practice using CIM as well as to ask questions about various features she didn't quite understand. But eventually, instead of being the one to ask the questions, Snow found herself answering them—offering the unique viewpoint of a die-hard CIM user.

"CompuServe has taken an important first step in making it possible for many people, who otherwise would never have dared attempt it, to comfortably navigate the system," says Snow. "And the CIM Support Forums are part of the picture. They provide a place for new members to practice

using CIM until they feel confident enough to step out into the rest of the Information Service. It's also a place where they can always return for help."

In the Macintosh CIM Support Forum, Forum Manager Michelle Barnhouse says members' suggestions resulted in a number of improvements in version 1.5, including saving information directly to disk, an increased capture buffer size, saving GIF images that are viewed online, numbering forum libraries and saving a copy of outgoing messages.

One of the beta-testers of the CIM Macintosh version is Joe Sewell, a Melbourne, Fla.-based software developer who employs what he calls the "dumb user" method to test CIM's capabilities. Approaching the test copy as if it were a full-fledged production version, Sewell masterfully tries to recreate the events that caused a problem and to offer as much detail as possible to the CIM development team. Sewell has also offered suggestions on ways to improve the software's memory usage.

"Talking to the developers is always valu-

CompuServe Information Manager Support Files

MS-DOS

Check out the DOS CIM Support Forum for these helpful library files or to find the help file that answers your specific question; use the search function on CIM's pull-down library menu with such key words as MAIL, GRAPHICS or WEATHER.

Step-by-step instructions on downloading the latest version of CIM and installing it. UPTO12.TXT, Library 1, "General Information."

Tips on importing text from popular word processors and text editors into CIM messages. IMPORT.HLP, Library 2, "Support Files."

Macintosh

Check out the Macintosh CIM Support Forum for these helpful library files:

Installing version tips. INSTAL.TXT, Library 1, "General Information."

Tips on using the Modifier Key Combinations. CIMKEY.HLP, "Support Files."

Multiple configurations. CIMCFG.BAT, Library 2.

List of common AT modem initialization commands. INITLZ.HLP, Library 2.

Sending CompuServe Mail messages using CIM to Internet users. INTNET.HLP, Library 2.

Common mouse problems and solutions. MOUSE.HLP, Library 2.

Utility that swaps the action of the buttons on a two-button mouse, making CIM easier to use for left-handed individuals. Shareware. LMOUSE.ZIP, Library 3, "User Contributions."

Placing items in your Favorite Places menu. FAVOR.TXT, Library 2, "Support Files."

Disabling call waiting for the duration of your connection to CompuServe. CALLWA.HLP, Library 2.

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Common Questions Answered

When posting a question or problem on the message board of one of the CIM Support Forums, be sure to include all relevant information so you can get a response as quickly as possible.

In addition to a good description of the question or problem, be sure to include the version and release date of your copy of CIM as well as your computer type, manufacturer and model. In addition, briefly describe your hardware configuration (including video card and monitor type), the amount of memory installed and available,

the manufacturer and model of your modem and mouse, as well as special hardware, device drivers or TSRs installed. It also helps to make note of the last message CIM displays through its dialog window.

If your question is more general in nature, such as "How do I install the software?," chances are someone else has asked it before. The most common queries and the answers can be quickly found in dozens of forum library files.

MS-DOS

Following are common questions and answers about CompuServe Information Manager for DOS. For more information, consult the files listed, all of which are located in the Library 2, "Support Files," of the DOS CIM Support Forum.

Q: How do I replace my current password in CIM with a new one?

A: Highlight the password field in your Session Settings. Then either type the first four characters of the current password to expose it and use the Backspace key to erase the current password or press CONTROL-F8 and confirm that you want to erase the current password. Once the password field is blank, you'll be able to type in a new one. CHGPSW.HLP. (Note: If you want to change your password in CIM, you will first need to change it on CompuServe. GO PASSWORD)

Q: Is it possible to load the new weather maps and satellite pictures?

Can I save them and view them later offline?

A: You can use CIM to either view or download the Accu-Weather or US Radar Maps (GO MAPS). Also, you can download a separate decoder (such as CSHOWA.EXE) from the Graphics Support Forum (GO GRAPHSUP) and use it to view a downloaded graphic file online. To download a map, type DOW followed by the number of the map you wish to download at the menu of maps. WEAMAP.HLP.

Q: How do I import ASCII text from a disk file to a message being composed in CIM for transmission via CompuServe Mail or in a forum?

A: To import an ASCII text file, use the Open File option from the pull-down File menu to display the file. Mark the text you wish to import by dragging with the mouse or by using the shifted cursor keys. Select the Copy option from the pull-down Edit menu. Press the Escape key to close the file window. Then use the Paste option (also on

the Edit pull-down) to paste the text into your message. IMPORT.HLP. In CIM version 2.0, you will be able to use an "Import" choice on the File menu.

Q: How do I access the capture buffer under Terminal Emulation, save the contents of the buffer and change the number of lines saved in the buffer?

A: While operating under Terminal Emulation, you can save the contents of the capture buffer by first pressing the F8 key, the Cursor-up, Cursor-down, PgUp, PgDn, Home or End keys (or selecting "Capture Buffer" from the Special pull-down menu under Terminal Emulation) to display the buffer window, and then pressing F2. You'll be prompted for the file name to use to save the buffer contents. (You don't need to "open" the buffer because it's always open and retains the number of lines of text you have specified under the "Set Capture Size" selection in Terminal Emulation.) CAPTUR.HLP

Macintosh

Following are common questions and answers about CompuServe Information Manager for the Macintosh. For some of the questions, you can get more information from the Macintosh CIM Support Forum library file listed at the end of the answer.

Q: How much memory is required to run CIM?

A: It requires about 1 megabyte of RAM memory. If you only have 1 megabyte of RAM on your machine, make as much of that available as possible.

Q: What is the main difference between CIM and Navigator?

A: Navigator is an automated access program, while the CompuServe Information Manager is an interactive interface specifically for use with CompuServe. With CIM there is very little predetermination of what you will do online. However, its Macintosh-like interface makes it easy to use and popular with Mac users. Navigator is a performance tool. If you are already profi-

cient with CompuServe and make heavy use of forums, Navigator lets you decide what you want it to do before even logging on. This allows you to get online, get what you want and log off quickly without even being at your computer. (CIMNAV.TXT, Library 1, "General Information.")

Q: How do I save information in the terminal emulator?

A: Once the information has scrolled across your screen, click on the Capture radio button at the bottom right of the screen. You can then select Save from the File pull-down menu.

Q: How do I send to a specific forum a message I created offline?

A: After creating the forum message and entering the name, User ID number and subject, you can place the message in the Out Basket or send it by selecting the "Send Now" icon. The difference between sending forum messages and CompuServe Mail is that the forum message section can be selected only after connecting to Compu-

Serve and moving to the forum of choice. At this point, the message section box becomes active by moving the mouse to the section box and holding the mouse button down.

Q: How can I connect to CompuServe with CIM if I have to dial special codes to get to the modem?

A: First select the "Session Settings" option from the Special pull-down window and choose "Direct" as the network. Then select Terminal Emulation and activate the manual connect option by clicking on the box and finally selecting connect. This drops CIM into a terminal screen and lets you manually dial the access number with the standard Hayes AT commands, such as ATDT 1-800-848-4480.

After following the individual steps necessary to get a CompuServe Host Name or User ID prompt, the key combination (COMMAND-D) returns CIM to the main desktop and lets you take full advantage of the program's features. SCRIPT.HLP, Library 2, "Support Files."

able from both perspectives," Sewell explains. "As a developer, you get to see your product from another point of view and realize that the way you choose to do something might not be the way everybody else wants to do it. As an end user, you get to talk to somebody who knows why the program acts a certain way and how to work around some unwanted feature or bug. It also gives the end user a sense of confidence that his comments actually get to the people responsible for implementing whatever changes are required," he adds.

Ken Sundermeyer, a computer consultant in Los Angeles, saw firsthand how easy it was to offer his input directly to the CIM developers when he discovered a problem sending CompuServe Mail messages using a Telebit modem.

Sundermeyer posted his problem in the forum and realized others were having the

same difficulty when using high-speed, high-end modems. "I was not alone. The ensuing dialogue enabled me to narrow and define the problem, and I exchanged notes with others. We all kept trying to alter parameters in our modems to send mail, but nobody could get it to work."

The solution was discovered at Boston's MacWorld Expo last August. At the CompuServe booth, Sundermeyer met Tim Wheeland, of CompuServe's microsoftware marketing department, and the two discussed the problem. A solution emerged from that talk: Disable the flow control in the modem. "It worked! I could finally send mail without a hitch," says Sundermeyer. "I posted this information in the CIM Support Forum, and others with high-speed modems were able to fix their problems, too."

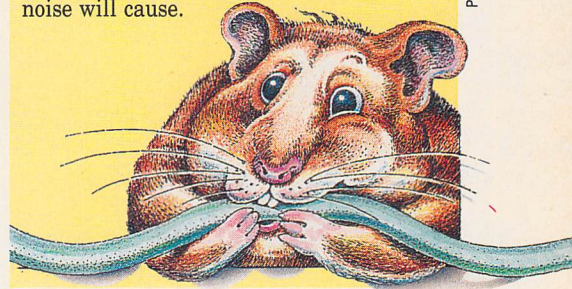
Cathryn Conroy is a contributing editor of CompuServe Magazine. Her CompuServe User ID number is 70007,417.

It's Rodent-Proof, Too

CIM offers error-free transfer of information during all online activity—not just while uploading and downloading—and even when line noise occurs.

The power of this feature was aptly demonstrated when a member, who had previously complained about slow response when using CIM as well as line noise when using standard ASCII software, left a message in the forum saying his problems had been caused by an errant hamster loose inside the walls of his apartment.

The hamster had been eating the insulation on the telephone wires, which had introduced noise into the phone circuit. During this period, CIM never lost the connection and never displayed any of the traditional garbage on the screen that line noise will cause.



PAUL MONTGOMERY

CompuServe Information Manager Update

CompuServe Information Manager Version 1.5 for Macintosh users, is available for ordering (GO ORDER) this month for \$25 (including a \$25 connect-time credit). Version 1.5 sports several new features, such as:

- ▶ An enhanced terminal emulator
- ▶ Increased multi-address capability in CompuServe Mail
- ▶ Window position saving across sessions
- ▶ "Disconnect when complete" option in forums and mail
- ▶ Initial status window in forums
- ▶ Save-to-disk capability for GIF files

Work continues on the DOS Version 2.0 of CompuServe Information Manager, due for release this summer. The new version will feature many enhancements such as:

- ▶ Integration with the Executive News Service
- ▶ Revised CB interface
- ▶ Investment portfolio reporter
- ▶ Many new capabilities for forum and CompuServe Mail use

As usual, CompuServe will initially release Version 2.0 only to current members. Watch What's New (GO NEW) for more announcements about new versions of CompuServe Information Manager for DOS and Mac users.

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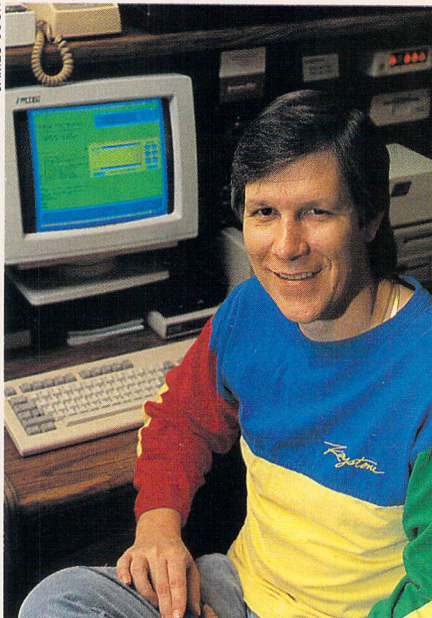
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CompuServe®

by Michael Naver

JAMES COOK



Cultivates Amiga RAMland: Steve Ahlstrom

Amiga's New Layout

► The machine's expanding creative capabilities lead to new forums.

The Amiga's growing popularity is not surprising. Already famous as a games machine, this up-and-coming computer now is getting high marks in the hot new area of multimedia computing, where its ability to address many megabytes of memory, its multitasking features, built-in stereo sound and sophisticated video capabilities have won over thousands of adherents.

That kind of interest is reflected in the escalating activity of Amiga enthusiasts on CompuServe. As a result, Amiga users—who three years ago had only a single forum—now have four forums. The latest, the Amiga User Forum, joins the Amiga Tech, Amiga Arts and Amiga Vendor Forums.

"We needed more room and we needed to split up the interests along clearer lines," says Steve Ahlstrom, Amiga Forums manager. "For instance, we had non-technical issues in Amiga Tech and we had non-games issues in the Games and Arts Forum."

The new Amiga User Forum added 17 message sections and 17 libraries, increasing overall capacity by one-third.

With reorganization, "users can find the topics they need much more easily," Ahlstrom says. "Our eight sysops are all Amiga experts in their various fields and can cover almost any questions users might have."

Scott Cress, CompuServe marketing manager, agrees. "The forums are now more efficient and easier to use. That was our goal." Cress adds that the Amiga User Forum has proven to be "fairly successful,"

particularly the hardware and news and reviews sections.

Like all CompuServe forums, the four Amiga forums offer messaging, real-time conferencing and libraries. The libraries contain more than 3,000 files, many of them free or low-cost shareware programs available for downloading. (For more information about locating specific files with the new Amiga File Finder, see box on p. 29.)

Let's take a closer look at the forums:

Amiga User Forum (GO AMIGAUSER).

This new forum brings together the interests of Amiga personal and business users, with emphasis on new users. It is not for computer programmers or artists, but for everyday Amiga users of business and personal productivity software.

Varied applications are supported, including word processing, printer and disk utilities, printer fonts, and other hardware and software interests. One section is devoted to Whap!, the automated Amiga terminal communications program.

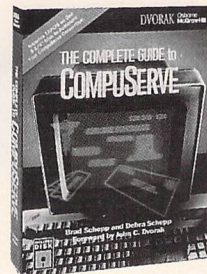
"Forum Help," Library 2, has several "how to" text files telling new users how to use conferencing, plus an Amiga tutorial and a report on Amiga "bug fixes." Library 5, on communications, has archiving utilities for unpacking downloaded text files.

Amiga Tech Forum (GO AMIGATECH).

This forum is for programmers and other technically inclined Amiga users. It's home for chats about the computer's primary programming languages, C and Pascal/Modula 2. Here members join in online conferencing almost nightly, sometimes with scheduled

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GO OLI for more information.

Browsing 45 Forum Libraries at Once

Stashed away in the four Amiga Forums is a treasure trove of files that let you do everything from play games to write novels. A searchable database called Amiga File Finder (GO AMIGAFF) unlocks that storehouse for your inspection and downloading.

Amiga File Finder helps you quickly locate files in the four Amiga Forums. When you access File Finder, you're given a choice of ways to search: by key word (topic), file submission date, forum name, file name, file type, file extension, or the submitter's User ID number.

File Finder goes to work searching, then reports what it found. If the search produces no matches, you can begin a new search. If it produces too many files, you can narrow the list.

In displaying matches, File Finder gives you the file description, forum name, library location and file name. This is all you need to locate and download a file.

Following is a sample list of helpful files that were produced by an Amiga File Finder search. You can add your own favorites to this list. You'll note that some files have an extension of ARC, ZOO or LZH. These are compressed files that must be unpacked before use.

AMIGA USER FORUM (GO AMIGAUSER)

- ▶ **Conference Help**, a text file telling how to use online conferencing on the Amiga Tech Forum and listing conferencing commands. Library 2, "Amiga Forum Help," COHELP.ARC.
- ▶ **Collection of bugs and oddities** for the Amiga, along with suggested corrections. Lib. 2, FLAKE.ARC.
- ▶ **Whapl**, automated Amiga terminal program lets you navigate through CompuServe and retrieve data; similar to TAPCIS for the IBM PC and CompuServe Navigator for the Macintosh. Lib. 17, "Whapl" WHP*.LZH.
- ▶ **Archiving and compression utility**, Archive, lets you unpack compressed files after downloading from CompuServe. Lib. 5, "Communications," LHARC.EXE.
- ▶ **Tutorial on using Archive** and other compression tools. Lib. 5, ARCHLP.EXE.

AMIGA ARTS FORUM (GO AMIGAARTS)

- ▶ **Popular European game**. Demo version. Lib. 4, "Game Demos," WIPEOU.LZH.
- ▶ **Femme Fatale jigsaw puzzle** of 10 digitized beauties. A digitized feminine voice helps you place the pieces. Lib. 4, FEMME.ZOO.

AMIGA VENDORS FORUM (GO AMIGAVEN)

- ▶ **Display tool for high-resolution digital images**, Dyna-Show. Lib. 3, "NewTek," DYNA*.LZH.

guest speakers, such as software company executives.

Library sections include those on programming languages, C programming, ASM programming, programmer utilities and like subjects. Before the advent of the Amiga User Forum, Amiga Tech was the most heavily used of the Amiga forums.

Amiga Arts Forum (GO AMIGAARTS). This is the place for Amiga users interested in art, music, desktop video and games. Musicians, movie makers, animators and sound enthusiasts find a home here. So do discriminating games players, who consider the Amiga unequaled as a games machine.

The library sections reflect this diversity of interests. Three are devoted to games, game scenarios and demos. Audio enthusiasts have sections on digitized sound and MIDI utilities, which let you compose music for a whole orchestra and play it back on your stereo system. There are areas for art—original, photographic, retraced, graphic utilities, animation and nude art.

Animation is a popular software area. You can download animation programs, play them back on a "player" program, then put them in your VCR for display in Amiga's 4,096 colors.

Amiga Vendor Forum (GO AMIGAVENDOR).

Many of the best third-party Amiga producers maintain their own sections here, offering technical and user support of their products. (None of the four forums is affiliated with Commodore, maker of the Amiga.)

The vendor forum offers support for a variety of hardware and software, ranging from word processing to video processing, and including scanners and graphics conversion utilities. One vendor, NewTek Inc., is the maker of the popular new Video Toaster,

which allows the Amiga to operate like a multimedia television studio. A complete list of vendors and a description of products supported on the forum is available in the general announcement.

The bottom line for Amiga artists, programmers and just plain users is that four Amiga forums make Amiga's CompuServe connection more useful than ever.

Michael Naver is a free-lance writer based in Baltimore, Md. His CompuServe User ID number is 70007,621.

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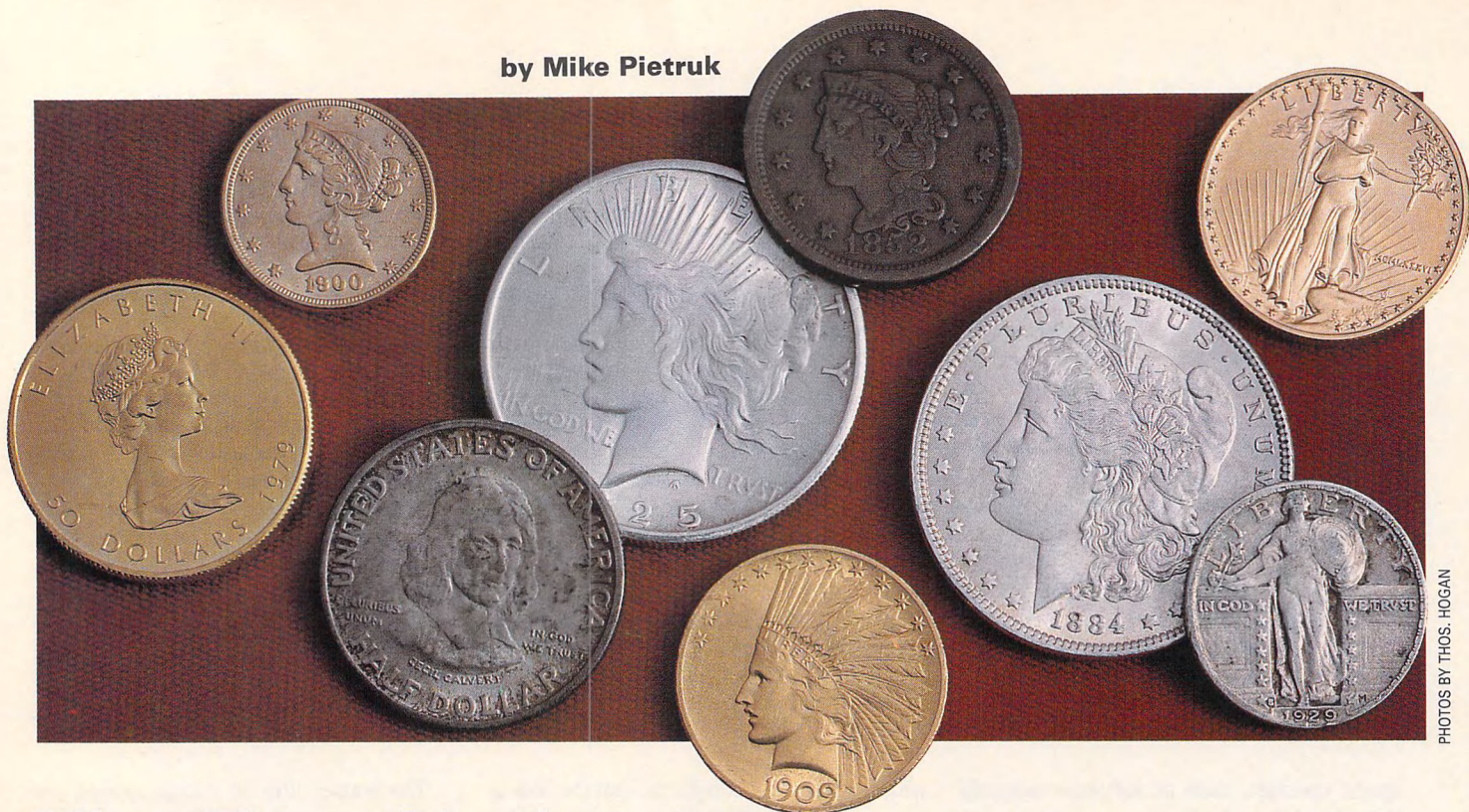
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Information Access

COMPANY

by Mike Pietruk



PHOTOS BY THOS. HOGAN

The Toss-Up Investment

► **'Nickel and dime stuff' can lead to a worthy return with a thorough grasp of the rare coin market.**

Looking for a different way to invest your money? Try flipping a rare coin.

Rare coins have consistently retained a high ranking in the widely quoted annual Salomon Brothers investment survey. Indeed, the most recent report from the New York brokerage firm indicates coins to be fourth in a list of 13 financial and tangible assets. A representative rare-coin portfolio analyzed for the survey spurted 14.6 percent, nearly matching 15.4 percent return for stocks for the period ending June 1, 1990. Furthermore, coins ranked first over the last 20 years with a compound annual return of 17.3 percent.

With such profit potential looming, it is not surprising that so are the risks.

"I have found, as with any investment, knowledge is of prime importance," says Les Dawson, a member of the Coin/Stamp Collectibles Forum (GO COINS) and a collector of 19th-century and modern proof-set coins. "Anyone who invests in stocks without first gaining knowledge of how the market works or personally researching the companies he plans to buy shares in is just asking to lose

his shirt. The same holds true for coins. If you fail to research their actual market value, how can you possibly know if you're paying too much or which coins will truly appreciate?"

Bob Foppiano, leader of the forum's Coin Section, says beginners must understand that there are actually two distinct marketplaces: the rare coin market and the media-hyped bullion market.

"Prices in the latter are more a function of those in the metals and futures markets rather than having anything to do with the collectibility of the coins themselves," he states. "It is merely a distant cousin of rare coins and shouldn't be discussed in the same breath."

The American Numismatics Association (ANA), a non-profit Colorado Springs-based organization of collectors, estimates that at least 3 million Americans take part in coin collecting. They fall into three types of buyers:

1. The investor whose motives are purely profit-oriented, with no interest in what coins he possesses.
2. The collector whose desire is to assemble a chosen set and who is a student of the subject. He becomes emotionally attached to his holdings and possibly might pay a premium to obtain a needed coin and wouldn't part with one at any price.
3. The investor/collector who shares a bit of both philosophies, having a serious appre-

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▼
Coin Collecting
for Fun and Profit

▼
Forum Info, p. 32

A Treasury of Coined Phrases

Numismatics, like any hobby, has its own nomenclature, slang and buzzwords. Below is a sampler so even a novice can drop by the Coin/Stamp Collectibles Forum without feeling like an outsider. For additional terms, see Library 4, "US Coins," file BUZZWO.TXT.

Bourse: The room where dealers buy and sell at a coin show.

Bullion: Uncoined gold and silver ingots or bars.

Business Strike: A coin struck for everyday use.

Condition Census: The six or seven highest grade coins of a particular coin/date.

Devices: The parts of a coin that stand out, such as the lettering and portrait.

Die: A metal object engraved with the design used to strike the coin.

Fields: The background of the coin; usually flat.

Grade: The level of preservation, beauty and wear of a given coin.



Mint-mark: The letter on a coin that indicates where it was minted.

Mint State: An uncirculated coin.

Numismatics: The study of coins, medallic art and paper money.

Obverse: The front of a coin, usually has date and portrait.

Planchet: The "blank" piece of round metal a coin is struck on.

Proof: A coin struck from specially prepared dies with highly reflective fields.

Raw: A coin not certified by a grading service.

Reverse: The "back" of a coin.

Slab: A coin graded and placed in a sealed holder by a grading service.

Slider: A lightly circulated coin that appears to be uncirculated.

Strike: The quality of design detail on a coin.

Type: An example of a major coin design. Many people collect coins by type, as opposed to date.

Uncirculated: A coin that has no wear on its highest parts.

ciation of both their aesthetics and value.

Indianapolis coin dealer Stu Sherman notes that, by far, this last group comprises the largest segment of the collecting population.

"They are my most successful customers," he observes, "as they take the time and make the effort to learn before buying. Coins are not a get-rich-quick scheme for them, but rather constitute a part of an overall diversified investment strategy."

Foppiano, who is also a coin dealer, believes that a major reason for so many investor/collectors is that the pure investor, in doing the necessary research, becomes bitten by the bug.

"He begins to experience the passion for the excitement, beauty and history of his coins, which the collector has known all along," says Foppiano. "Collectors inevitably go beyond the market hype, basing decisions on facts. Along the way, they have a wonderful time attending shows and meeting fellow collectors at local clubs or online in the forum."

So if the phrase "buy the book before you buy the coin" is operative, what does a novice need to know to avoid the mistakes, scams and rip-offs?

Although there are occasional aberrations, the driving force behind the coin market, as with other financial assets, is supply and demand. The value of any given date coin is determined by how many specimens survive, their state of preservation or grade

and the number of individuals seeking that specific coin.

"Scarcity isn't enough to create value," says Sherman. "I can show you a lot of rare coins no one wants. If, for instance, there are 30 examples of a variety and only 15 buyers, prices won't be driven higher."

Grading has, over the centuries, been a source of continual controversy. While the concept has always existed in some form, it has achieved new heights of sophistication in recent years.

The prototype of modern systems dates to 1948 when William Sheldon, a widely renowned numismatist, introduced the Sheldon Scale. In his system, coins were assigned a grade of 1 to 70 on the theory that a "70" would be worth 70 times as much as a "1" for a specimen of the same date.

While it was a vast improvement over former methods, it could not remove subjectivity from the process. Yet, being able to do so is of the highest importance, as a single point could be worth thousands of dollars. Moreover, unscrupulous dealers and brokers would purchase at one grade and then reclassify and resell at a higher one.

It was not until the early 1980s that third-party independent grading was introduced and accepted. For a fee, the American Numismatics Association Certification Service (ANACS) would authenticate a coin attaching a photo-certificate attesting to its quality.

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Information Access

COMPANY

Expanding on the idea, the Professional Coin Grading Service (PCGS) began in 1986, not only to rate, but to sonically seal coins in tamper-proof airtight plastic holders stamped with the assigned grade agreed upon by a minimum of three world-class experts. Thus, the industry, after years of searching, had finally created, in the "slabbed" coin technique, a means whereby consumers could confidently make purchases without undue concern as to the validity of stated claims.

On the heels of establishing slabbing as the industry standard, PCGS has grown, becoming the largest of the grading services, encapsulating almost 2.5 million coins worth nearly \$3 billion. This is more than double, according to Foppiano, the volume of the next three largest graders combined—ANACS, NGC (Numismatic Guarantee Corp. of America) and Hallmark. Yet, with all their efforts, this only touches the surface as tens of millions of unslabbed coins worth billions continue to trade or remain in collections.

MONEY MATTERS

Trading coins is somewhat more costly than stocks as the buy/sell spreads are wider. Instead of charging a commission, most dealers make their living on markups. There are four such levels, each generally 10 percent above the previous one:

1. Buy: The price a dealer will pay for coins offered unsolicited.

2. Bid: The amount a dealer will pay for coins needed by his customers.

3. Ask: The wholesale price that dealers are asking, from other dealers, for items they have in stock.

4. Retail: The price charged customers.

Even after taking the time to learn about the market, one nagging concern remains: How to select a dealer?

"The old adage of 'caveat emptor' (let the buyer beware) is fast changing," observes Foppiano. "For one thing, reputable dealers belong to one or more of several organizations that have strict codes of ethics and attempt to police their own ranks. Stick to dealers who belong to the ANA, ICTA (In-

dustry Council on Tangible Assets), or PNG (Professional Numismatists Guild), which imposes minimum net worth and experience requirements as a prerequisite for membership."

"But don't rely on credentials alone," adds Sherman. "Join a local club or talk to others online in the forum which, in the past, has exposed many of the questionable practices plaguing our industry."

"No matter how good the dealer's reputation, however, never rely on one person's opinion," urges forum member Bijan Anvar. "Those who do usually learn little beyond where to send their checks to cover margin calls."

"Don't look to make a killing or you might get killed," he warns. "Greed has trapped many a beginner. If you want a sure return, stick to Treasury bills or government bonds."

Mike Pietruk is a forum manager of CompuServe's Investors' Forum and an assistant vice president of Preferred Savings & Loan in Chicago. His CompuServe User ID number is 76703,4346.

A Mint of Coin/Stamp Forum Resources

The Coin/Stamp Collectibles Forum (GO COINS) is open to everyone whether they know the difference between a planchet and a blob or not. Following are areas of interest to amateur and expert numismatists alike:

- ▶ **NumisNotes** contain numismatic trade information and are located in US Coins (Section 4) of the forum's message area.
- ▶ **Online Auctions** occur every week on both the US Coins (Section 4) and Foreign Coins (Section 5) message boards. Auction procedures are spelled out in the file USUAL.RUL, in Library 4, "US Coins." Browse the general message board and library with the search strings "bidboard" and "auction" for the latest happenings.
- ▶ **Numis Trivia** questions are posted regularly in the US Coins message section. Correct answers are rewarded by section leader Bob Foppiano.
- ▶ **Weekly Coin Club Meetings** occur every Monday in the conference room of the Coin/Stamp Collectibles Forum at 10 p.m. EST. Club members gather online to answer each others' questions, compare notes and meet with experts. To enter the conference room select Section 4 from the main menu.
- ▶ **Forum Price Guides**, updated monthly, are available in Library 4, "US Coins." Files are labeled PRICE with the month



as an extension, such as PRICE.JAN, PRICE.FEB. The files contain detailed listings for coins minted by the US government, proof sets and commemoratives issued after 1930.

- ▶ **National numismatic organizations**, such as the American Numismatic Association and American Nickel Collectors' Association, can be found in NUMISO.TXT, Library 4, "US Coins." Also in Library 4, obtain an application to join the Early American Copper's Club devoted to the study of colonial large cents, half cents and hard times tokens (EAC.APP). Then download ANCA.APP and become part of the American Nickel Collectors' Association. Educational programs for novices and experienced collectors alike can be found in ANA.APP.
- ▶ **The world's mints and agents** who deal in their collector coins can be found in WORLD.ADD, Library 5, "Foreign Coins."
- ▶ **Shady business tactics** experienced in the coin business world can be found in the Investors' Forum (GO INVFORUM), COIN.CIS, Library 4, "Commodities/ Metals." The file details one novice's introduction to some of the coin world's less than honest interactions.
- ▶ **Foppiano's Recommended Reading:** *The Coin Collector's Survival Guide*, by Scott Travers (Prentice-Hall, 1988). *Walter Breen's Complete Encyclopedia of U.S. & Colonial Coins* (Doubleday, 1987). *Photograde: A Photographic Grading Encyclopedia for United States Coins* by James F. Ruddy (Bowers & Merena, 1988).

COMPU SERVE

M A G A Z I N E

CompuServe Works for Bob LeVitus

How 'Dr. Macintosh' Saves Time

by Bob LeVitus

As a self-employed writer, I'm always on the lookout for ways to do more work in less time. That's why I often turn to CompuServe when researching an article or book.

I write a column for *MacUser* magazine called "Help Folder," a cross between Ann Landers and the *Playboy* Advisor for Macintosh users. And, just as those columnists often turn to experts for the advice they print, so do I. But I've got an advantage over both of them—CompuServe.

While Ann and the Advisor are playing telephone tag with their expert sources, or waiting weeks for responses via US Mail, I'm sitting home in my bathrobe, posting messages on CompuServe's numerous Macintosh computing forums. Once my messages are posted, I log off, knowing that when I log on again the next day, my questions will have generated responses

continued on page 2



Relies on online advantage: LeVitus

Mac Vendors, Users Trade Expertise

Welcome to Intelligentsia Inc.

by Michael Naver

If "growth" is a key word in the Macintosh vocabulary these days, it's nowhere more apparent than in the Macintosh vendor forums on CompuServe.

What started three years ago as a handful of manufacturers of Macintosh products providing online support has grown to more than two dozen companies serving users 24 hours a day on the Macintosh A and B Vendor Forums (GO MACAVEN, GO MACBVEN).

The vendors are well-known developers in the Macintosh community. Many have been "guest of the month" celebrities on the forums. (For a list of vendors, see the manufacturer support table on page 16.)

These vendors represent just about every kind of Macintosh-related product you can think of—monitors, disk drives, add-on cards and network

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This special editorial insert was created to help Macintosh users get the most out of Mac forums and services on CompuServe.

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to Navigator Messages

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Mac Software Support

New Mac CIM

The latest version of CompuServe Information Manager for Macintosh users (version 1.5) has just been released. New features include an enhanced terminal emulator, window position saving, forum and mail enhancements and more. See story on page 3 and GO ORDER.

continued from page 1

from a bevy of experts. Best of all, it happens while I'm being productive doing something else.

Here's an example: I recently received a letter inquiring, "Is it better to leave your Mac on constantly, or turn it on and off each day?" Ask this question of three people—even three Apple engineers—and you'll get three different answers.

Early that morning, I posted a message in the Editors On Line Section of the MacUser Forum on Zmac (GO ZMC: MACUSER) asking for members' opinions. When I logged on the next morning, there were at least 15 responses waiting for me, from such experts as the director of MacUser Labs and a network manager responsible for maintaining hundreds of Macintoshes.

As I suspected, there was no definitive answer. The messages were almost equally divided between two schools of thought:

1. Turn your computer on in the morning and off at night. Pros: Saves power, less wear on hard disks. Cons: Heating and cooling from all that powering up and shutting down could stress solder and electronics more than running it all the time. Starting up and shutting down could be more stressful to hard disks than running constantly.

2. Never turn it off unless you plan not to use it for several days. (Option: Turn off monitor at night.) Pros: Reduces stress on solder and electronics from heating/cooling. Cons: Hard disk spins all night causing more wear than if it were shut down.

Researching this ques-

tion over the telephone might have taken several days, wasted a great deal of time locating appropriate sources and leaving messages, plus cost a pretty penny in long-distance charges. Using CompuServe, I was able to document a variety of answers, without playing telephone tag or even leaving the comfort of my cozy home office. Total time expended: 20 minutes. Total cost (20 minutes of connect time at \$12.50/hour): \$4.13—less than a single long-distance call to California would have cost.

Another way CompuServe saves me time and money is on traditional research—research I'd have done at a library in the old days. For example, one reader wrote to ask if I could recommend a program that could capture Windows screens on an IBM PC and save them as graphics files that could be used on a Mac. Since I don't use IBM PCs, I had to do some research. I needed an article from a PC magazine about Windows screen-capture utilities. Instead of driving to the library and looking it up in the *Reader's Guide*, I used Computer Database Plus (GO COMPDB) within Computer Library—a giant database of citations and full-text articles from more than 150 magazines, newspapers and journals, including *MacUser*, *PC Magazine*, *Byte* and *MacWEEK*.

I performed a key word search for SCREEN AND CAPTURE. Of the 14 articles the search turned up, one titled "Screen-capture programs help get it all down on paper" stood out as a likely candidate. It was described as an evaluation of four screen-capture programs, and it appeared in *PC Week* on Nov. 27, 1989.

Since I don't receive *PC Week*, I downloaded the full text of the

article and discovered a product that did exactly what my reader needed. The article explained that Hotshot Graphics 1.5 can capture screen images from Windows applications and save them in TIFF, EPS, PCX or IMG formats.

Total time expended: 10 minutes. Total cost: less than \$10. (Computer Database Plus carries a 40 cents per minute surcharge, plus \$1 per abstract or \$2.50 per abstract with full text.)

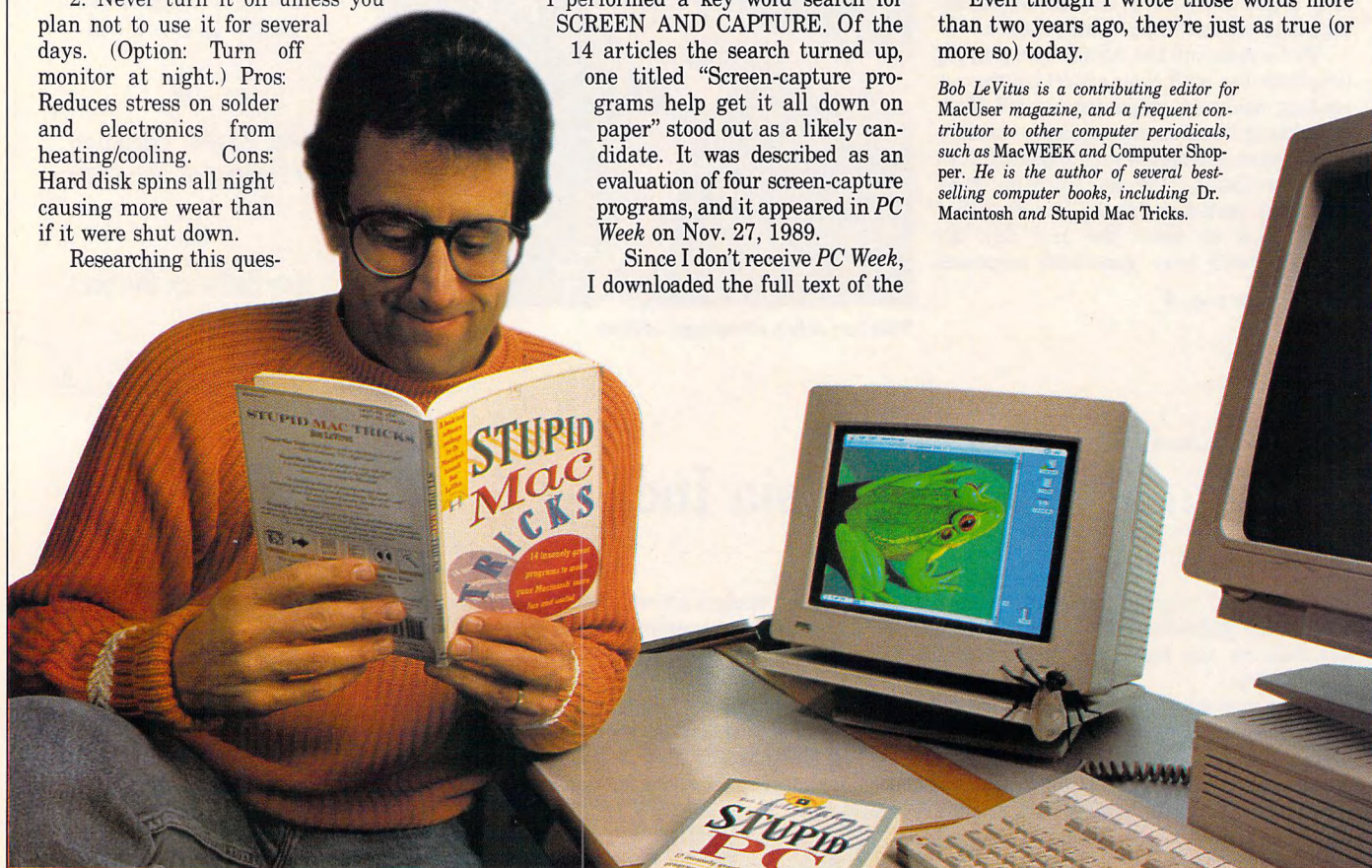
While working on my first book, *Dr. Macintosh*, there was little chance of my remembering everything I had learned about the Mac. So, because the folks who hang out in the CompuServe Macintosh forums know so much, I enlisted their help.

I left a message in the Macintosh Systems Forum (GO MACSYS) asking for help. I was unprepared for the response I got—more than 200 tips and hints. The quality of the tips was outstanding. Even after removing duplicates, almost 100 tips made the cut, and they appear in Chapter 9 of *Dr. Macintosh*.

In *Dr. Macintosh*, I said, "I think my modem is the one peripheral I'd have the hardest time doing without. I could probably exist without my hard disk or my large screen monitor. But take away my modem and you've cut me off from the world."

Even though I wrote those words more than two years ago, they're just as true (or more so) today.

Bob LeVitus is a contributing editor for MacUser magazine, and a frequent contributor to other computer periodicals, such as MacWEEK and Computer Shopper. He is the author of several best-selling computer books, including Dr. Macintosh and Stupid Mac Tricks.



BILL ALBRECHT

Manage Information Better with New Mac CIM

Version 1.5 of CompuServe Information Manager for the Macintosh contains several modifications to increase efficiency, in response to requests from users in the Mac CIM Support Forum.

The new version, now available for ordering, sports an enhanced terminal emulator, window position saving capability, increased "disconnect when complete" options, the ability to 'save to disk' GIF files that are viewed, dialog presentation protocol, an initial status window in forums and many more enhancements, especially in the forums and CompuServe Mail. In addition, a brand new, updated users guide is included with the software.

Here's a summary of main features in version 1.5:

Enhanced terminal emulator. In the Terminal Emulator's Terminal menu, users will notice that the capture buffer is now a Scrollback buffer and that a new "capture to file" feature is available. "Users wanted to 'scroll back' and to have a larger limit on the amount of information that could be held, so we increased the maximum from 500 lines to 32,000 lines, subject to memory limitations," says Alec Sutliff, CompuServe product design coordinator. "Also, they can capture any information coming across the screen, in Terminal Emulator, to a file."

Window position saving. "In advanced applications, Mac users expect window position saving, especially for a window-intensive program such as CIM," says Sutliff. With this new capability, you can arrange the desktop according to your wishes. This feature applies to non-modal windows, which can remain open simultaneously, and most of CIM's windows are of this type.

Increased "disconnect when com-

plete" capability. This time- and money-saving feature now appears with all bulk Send and Retrieve capabilities in forums and CompuServe Mail. CIM now disconnects itself automatically after sending mail in the Out Basket, and after sending and retrieving all mail.

GIF save preference. This is a handy feature for users who browse a lot of graphics files and want to view a file before deciding to save it. Now you can save a viewed file, disconnect and use CIM or another GIF viewer to see the file offline.

Dialog Presentation Protocol. This enhancement extends the value of version 1.5 for the future. As support on CompuServe's host computers is added for more services with a Mac interface, users automatically will be able to take advantage of those new features, without having to wait for a later version of Mac CIM software to support them.

Initial status window in forums. This window "makes the forums initially a lot more friendly and Mac-like for someone coming in," says Sutliff. Icons give quick access to common forum activities (i.e., reading waiting messages). Some icons change from nonactive to active based on forum status. For example, if there's a new Newsflash Notice, the New Notices icon will be active. Four icons, Enter Room, Browse Messages, Browse Libraries and Who's Here, are always active.

More CompuServe Mail features. An increased multiple address capability leads the list of new features in CompuServe Mail. Now you can copy the same message to as many as 49 people, and automatically include a list of recipients at the end of the message. Also, in the Create Mail option, it's now possible to add newly composed

names and addresses directly into the address book.

If you desire to have a file copy of outgoing mail, just check the "File Outgoing Mail" option from Preferences under the Special menu and all mail will be filed at once in your Filing Cabinet (and stored on your hard disk).

More forum features. A new Preferences setting allows you to specify if you wish to view forum library numbers in addition to library names. The advantage is that other sources often refer to libraries by their numbers.

CIM now allows users to post messages privately in forums that support private messages.

Continuous browsing through forum sections is another related enhancement. CIM will take you through the entire set of new messages, starting with the first thread in the section you pick. After showing you the last thread in that section, CIM will proceed to the first thread in the next section.

More general enhancements. Other improvements include a better, more complete local help file, the ability to append messages to an existing file, and text editing enhancements such as tab support and the ability to work more quickly with larger text files.

For more information about version 1.5 of CIM for Mac users, visit the Mac CIM Support Forum (GO MCIMSUP).

Version 1.5 of CompuServe Information Manager for the Macintosh is available at a cost of \$25, which includes a \$25 connect-time credit. An upgrade kit is also available. To obtain either the complete package or the upgrade kit (both come with a new, updated users guide), GO ORDER.

Mac Forums At a Glance

Here's a quick summary of Macintosh-related services for CompuServe members:

Applications Forum (GO MACAP). Addresses application programs for the Mac—word processing, desktop publishing, art programs, databases and more—and how to use them.

Communications Forum (GO MACCOM). Discusses telecommunication with Macs.

Community Clubhouse Forum (GO MACCLUB). Informal discussions on varied topics.

Developers Forum (GO MACDEV) Concerned with programming techniques and languages.

Entertainment Forum (GO MACFUN). Information on having fun with your Mac, including games and music.

Mac Vendor Forums (GO MACAVEN, GO MACBVEN). Two areas where more than 25 companies offer online support.

New Users and Help Forum (GO MACNEW). Help for novice Mac users. Includes Mac Clinic area for emergency fixes, tools.

Systems Forum (GO MACSYS). Devoted to system-related areas, both hardware (printers, disks, monitors) and software (System, Finder, INITs, cdevs).

File Finder (GO FFM-4). An online comprehensive key word searchable database of file descriptions from Mac-related forums.

Hypertext Forum (GO MACHYPER). Discussions about using HyperCard programs.

Apple News Clips (GO APPLENEWS). Wire news stories related to Apple Computer Inc. and its products.

Zmac (GO ZMAC). Services provided by Ziff Communications including reference databases, Download and Support Forum, *Mac-WEEK* Newsbeat, Editorial Forums and *MacUser* Power Tools.

Mac Vendors continued from page 1



PAUL PROISE

Monitors messages daily: Nalevanko

products. Software includes word processors, games, graphics, database managers and utilities. If it's a product to make your Mac run better, it's probably supported on a Mac vendor forum.

While both provide information and support, vendor forums differ somewhat from the general-interest Mac forums run by users. Neil Shapiro, chief sysop of the Macintosh forums, offers this rule of thumb: "If you're interested in finding out about a particular product, the vendor forums are a good place to learn. Because the amount of information you can get from vendors is obviously greater than what can be provided elsewhere, this is where to turn for a detailed reply to your question about a specific product. If you are interested in a genre of products, use one of the Macintosh general purpose forums. Either way, you're likely to get a quick answer—usually within 24 hours."

Shapiro views the vendor forums as a place to get "an informal, friendly reply from the manufacturer," and the experience of CompuServe members bears out his observation. Take the case of Vance Piccin, a New York videotape editor.

Piccin's brother was looking for a CAD package and a large color display for his Macintosh. Not familiar with the Mac world, Piccin left messages in several Mac forums seeking information.

"The experience was most satisfactory," he says. "I left my message on about five forums, including the two vendor forums, and received probably 10 answers. Some were from vendors and some from users. I faxed the answers to my brother, using

**Looks for product ideas: Brown**

CompuServe Mail's fax capability, and my brother followed up on the leads."

A fugitive from the MS-DOS world, Piccin was using Mac support services for the first time on CompuServe. He found that "it's handy to have vendors online. Trying to get good answers through real-time phone conversations can be a pain."

Getting results through informal messaging is one of the things Tom Nalevanko, president of Mainstay Corp., likes about vendor forums. One of the first Mac vendors on CompuServe, Nalevanko personally monitors the message board daily.

"It's still the place where the people I call the 'intelligentsia' hang out," he says. "We choose some of our beta-test customers from the people we know there. We have a lot of friends in the forums. When we need information, it's a good place to go."

"I think forum users are impressed that they can talk to high-level people in a company and get an immediate response to their questions," he says.

Mainstay has been making products for the Macintosh since 1984, the "year of the Mac." The product line covers business and personal productivity, telecommunications and programming software.

A plus for users, Nalevanko says, is that Mainstay uses the forum for informal support of two popular shareware products written by programmer Yves Lempereur—BinHex and MCS (MultiChannel Communications), modem communications programs for the Macintosh.

Another pioneer vendor in the Mac forums is Survivor Software Ltd., a California software house whose best-known prod-

uct is MacMoney, a personal and small-business financial management program. Survivor Software began operations in 1986 and joined the Mac A Vendor Forum two years later.

"We had been on CompuServe doing support earlier, and we were one of the first to sign up when Neil Shapiro asked if we wanted to do it," recalls Mike Farmer, president.

"My experience with CompuServe is that it's always been the place to be," he says. "It's where we post our information first. And, when people ask the same questions over and over, we post the answers as help notes in the forum library."

One way the forum helps Survivor Software is by providing feedback about what users want. Also, "quite a few subscribers field questions for us," Farmer adds.

Survivor Software posts its company newsletter online in desktop publishing format. Users who have the StuffIt unpacking utility and the "Glue" software viewer can download it for reading or printing in type-set form. (GO MACCOMM, Library 1, "Forum Business," STUFFI.SEA and UNSTUFFI.SEA. For Glue, GO MACAP, Library 9, "Graphics Tools," VIEWER.SIT.)

Also available for downloading are a demo version of MacMoney and a utility called TaxMatch that takes your checkbook entries from MacMoney and puts them in MacInTax, a tax preparation package.

Another of the "first in line" companies was CE Software, of Des Moines, Iowa. Like the others, CE Software had been offering unofficial support on CompuServe much earlier.

The CompuServe connection has been "enormously helpful to us," reports Don Brown, vice president. "It complements our direct phone and mail support activity very well. Obviously, telephone support is as immediate as you can get, but often the tech support person has to research the question and get back to the caller. In that case, phone and online service are about equivalent."

Brown recommends using a vendor forum to solve problems. "You may also want to post a message on one of the bigger Mac forums as well. If you're considering a purchase, we can answer questions about features of our product, but we don't draw comparisons with other products.

"Also, if you have a product idea, you should post a message with us. We try to watch all the Macintosh forums, but we do our best watching in our individual support section."

Now a commercial software publisher, CE Software originally entered the market with shareware products. The last shareware versions of some of CE Software's products are still available in the forum. The company's utility and networking programs include QuickMail, an electronic mail package; QuickKeys, a macro support program; and DiskTop, a disk and file management program.

A newcomer to the vendor forums is Portfolio Systems, a New York-based software house that markets Dynodex, an electronic address book. Portfolio joined in December 1990.

"Most of our customers use CompuServe," says Beth Henkel, operations manager. "They post five or six messages every day. Our tech support person goes on every day and responds to questions. It saves us and our customers a lot of phone calls."

Forum members can download a demo of Dynodex along with sample files, such as a list of 60 leading US restaurants and a list of 800 Macintosh vendors, each with addresses.

Another recent arrival on the vendor forum scene is SuperMac Technology. Fabian Ramirez, lead online tech support representative for the Sunnyvale, Calif.-based company, monitors its new section on the vendor forum plus all Mac forums for support opportunities.

"People know that SuperMac is always available for their questions in this one area, but we're also on every forum as well. I'm all over the place on CompuServe, even

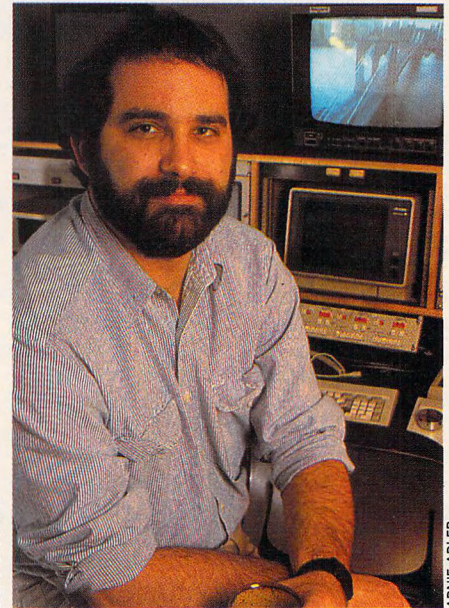


DAVID SESSIONS

Posts newsletter in forum: Farmer

on weekends," Ramirez says. He added that response time is usually one business day—"and sometimes one hour."

One advantage for CompuServe members is that files in the libraries are always up to date. Like other vendors, SuperMac posts its press releases on product announcements online, so that forum users can read them before they appear in the trade maga-



ARNIE ADLER

Satisfied with answers: Piccin

zines. The company makes a variety of color, gray-scale and monochrome monitors and supporting hardware and software.

As to the future, don't be surprised if the number of Mac vendors—and perhaps vendor forums—continues to grow.

Michael Naver is a free-lance writer based in Baltimore, Md. His CompuServe User ID number is 70007,621.

Where to Find Vendors

Here's a quick guide to the companies represented in the Macintosh Vendor Forums. The "location" numbers listed below refer to both the message sections and library numbers for the vendors.

Macintosh A Vendor Forum (GO MACAVEN)

Name	Location
Portfolio Systems	2
CE Software	4
DeltaPoint	5
Mainstay	7
Survivor Software Ltd.	9
Sitka (TOPS)	10
Fifth Generation	11
Bröderbund	12
Clarix	14
TENpoint0/Activision	15
Aapps Inc.	16
Softview Inc.	17

Macintosh B Vendor Forum (GO MACBVEN)

Name	Location
GCC Technologies	2
Altsys Corp.	3
Jasik Designs	4
Olduvai Corp.	6
Software Ventures	7
ChipSoft	8
T/Maker Inc.	9
Working Software	10
Microseeds Publishing	11
Hyperpress Publishing	12
Opcode Systems	13
Radius Inc.	14
Deneba Software	15
SuperMac Technology	16

Pickings from Mac Vendor Files

Macintosh vendors post literally hundreds of files in the two vendor forums for you to download. Subjects range from word processors to games, utilities, press releases, help notes, software patches and upgrades to make your Mac run better.

Many are free or low-cost shareware programs. Some require an unpacking utility (i.e., StuffIt) to use. These files have the SIT extension.

Here's a grab bag of useful or fun files, chosen more-or-less at random, with the library and file name included:

To find your own favorites, use Macintosh File Finder (GO MACFF) to pick out particular files from the hundreds in the forums. You can search by key word, forum name, file name, file type, file submitter's User ID number or submission date.

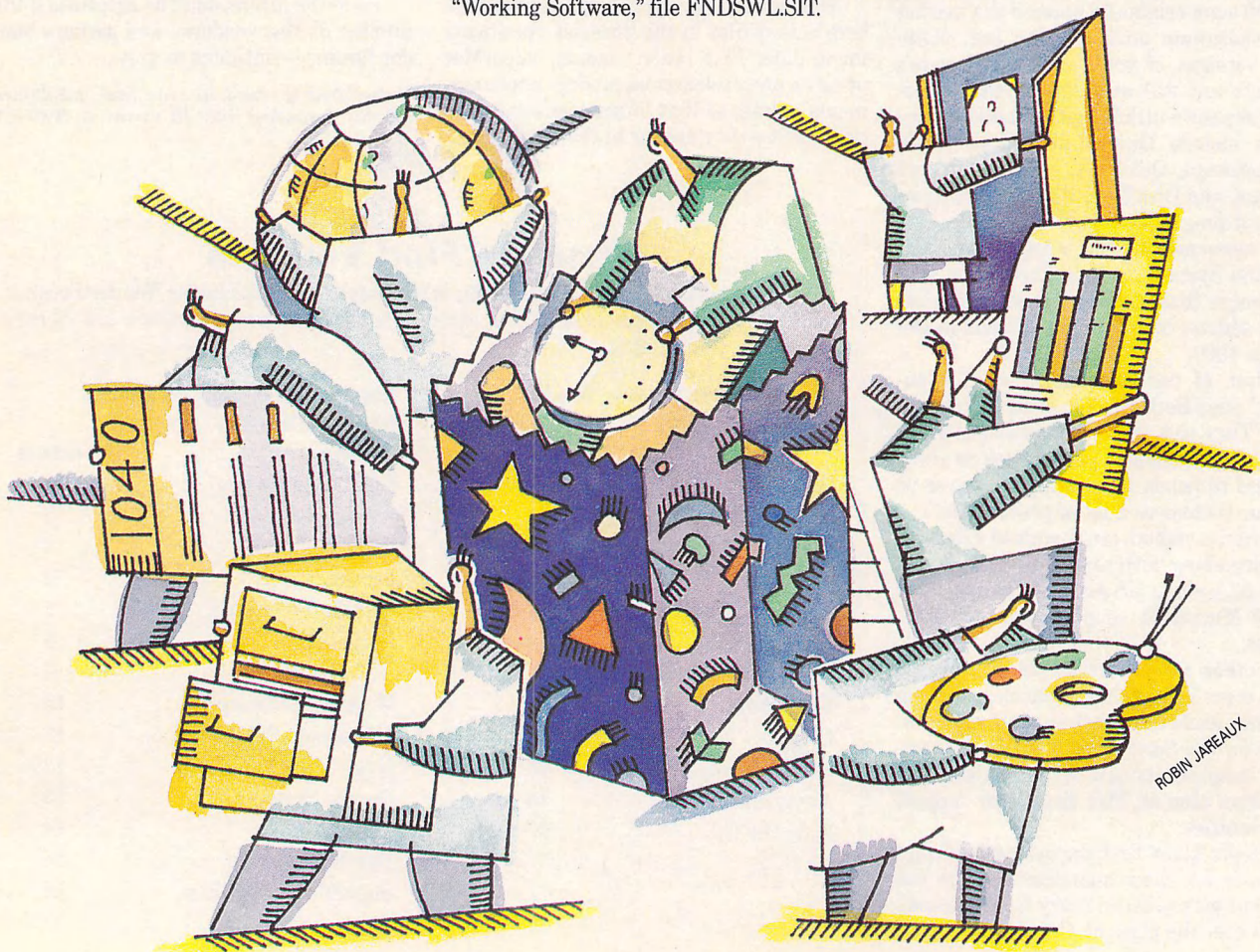
And if you're looking for a particular vendor but don't know where the company is located in the vendor forums, use the "find" command at any CompuServe prompt, as in FIND MICROSEEDS.

Macintosh A Vendor Forum (GO MACAVEN)

- ▶ **MacBILLBOARD**, a shareware paint program, lets you create cards, iron-ons, banners and more. Library 4, "CE Software," file BILBRD.SIT.
- ▶ **ColorStarter** helps you produce color graphics. Library 14, "Claris," file COLORS.SIT.
- ▶ **US restaurants**, a list of 60 of the best, including prices and types of food, in a Dynodex address book file. Library 2, "Portfolio Systems," file USREST.SIT.
- ▶ **TaxMatch**, a HyperCard stack that takes checkbook data from MacMoney and exports it to MacInTax. Library 9, "Survivor Software," file TAXMAT.SIT.
- ▶ **MCS**, software to hook up two Macs by modem to exchange files. Library 7, "Mainstay," file MCS.APP.
- ▶ **MindWrite**, a demo of the word processor. Library 5, "DeltaPoint," file MWDEMO.SIT.
- ▶ **Sun Clock**, a graphics program that shows the areas of day and night on a world map. Library 11, "Fifth Generation," file SUNCLK.SIT.

Macintosh B Vendor Forum (GO MACBVEN)

- ▶ **BlackChancery**, a calligraphic PostScript font you can use to create fancy greeting cards. Library 3, "Altsys Corp.," file BLKCHA.SIT.
- ▶ **Vaccines**, a complete set of Rival 1.1.4 vaccines. Library 11, "Microseeds Publishing," file ALLVAC.SIT.
- ▶ **MultiClip**, a working demo of the scrapbook and clipboard replacement. Library 6, "Olduvai Corp.," file MCDEMO.SIT.
- ▶ **Findswell**, a demo version of the disk-organizing and file-finding utility. Library 10, "Working Software," file FNDSWL.SIT.



"How can I get the most from the money I spend on CompuServe?"



Just watch.

To squeeze all you can out of every dollar you spend online, learn about the new Information Manager with "Quick Results on CompuServe." You'll see areas on CompuServe you may not know about. And learn to more effectively manage the ones you do.

This video shows you the most efficient ways to download software, chart stock trends, send a fax from your computer, join conferences and even book travel tickets. It's set up in "chapters" so you can go straight to the information you're looking for.

Rather than a programmed tutorial, this video is a familiarization tape designed to make you comfortable with CompuServe ... and our recent improvements.

New Information Manager makes its screen debut.

Here's your chance—without paying connect fees—to see Information Manager at work. Get familiar with the new interface offline before you actually put it to use online.

Hosted by Steward Cheifet of the acclaimed PBS series *The Computer Chronicles*, this tape demonstrates the power of CompuServe in an enjoyable, modular format. It's only \$29.95, and

comes with a \$10 usage credit. For less than \$20, you'll learn how to save much more.

Order it. Watch it. Chances are, you'll discover something you didn't know you could do on CompuServe.

Order online by entering GO VIDEO at any ! prompt, call 800-333-0901 and ask for Operator 20, or complete and mail the coupon below.

Name _____

Address _____

City _____ State _____ Zip _____

MC/VISA/AMEX _____ Expires _____
(Circle one)

Daytime phone _____ VHS or Beta
(Circle one)

Send check or money order payable to:
VCA/Quick Results 50 Leyland Dr., Leonia, NJ 07605.
\$29.95 plus \$3.95 for S&H (\$5.95 outside US).
Residents of TX, MD, CA, NY, NJ, MA, IL add appropriate sales tax.

QUICKRESULTS™

Playwright Arthur Miller once observed that “a good newspaper is a nation talking to itself.” If that’s true, one might also believe that the Macintosh press is the Mac community talking to itself.

Since the voice of Mac users is heard loud and strong 365 days a year on CompuServe, it’s not surprising that most key individuals in the Mac press use CompuServe as their window on the world. But for many editors and writers, CompuServe is something more than an information resource—it’s a part of daily life. Like the people they write about, these journalists use CompuServe for a wide range of activities, from downloading files to meeting friends to planning business trips. The editors and writers themselves become an integral part of the Mac community.

Here’s a look at four members of the Mac press who find CompuServe an indispensable tool in their professional and personal lives:

Meet the Mac Press

To state simply that Kathleen Tinkel is active in the graphic design industry would be an inexcusable understatement. As editor of *Mac PrePress* newsletter, contributing editor of *MacUser* and sysop of the Desktop Publishing Forum, Tinkel painstakingly explains the science and art of graphic design to a vast audience of Mac users. As an independent consultant, she works with design studios and typesetting

her in touch with a wide range of fascinating people, both inside and outside the Mac graphic design field. “We have dinners twice a year with people on the Desktop Publishing (GO DTPFORUM) and Aldus (GO ALDUS) Forums. We all get to meet each other and a lot of friendships have formed—and at least one romance.”

She is impressed with the people she meets on the service. “Handicapped as you



DAVID MCCAUGHAN

KATHLEEN TINKEL

“There’s something about the telecommunicating community. It’s like the poets of the 1950s.”

firms that are in the process of computerizing. “I help them over the hump,” she explains.

Tinkel, who lives in Westport, Conn., is connected to CompuServe throughout the day. “I spend 16 hours a day in front of the computer, and CompuServe is rather seamlessly integrated into my life,” she says. “I have my communications program either open in MultiFinder or just around on the desktop, and I think nothing of popping in or out. If I have a problem and want to solve it, I’ll go online and see if there’s someone hanging around in the forums who might know the answer.”

CompuServe affects Tinkel’s professional life in different ways. “I write for several magazines and for about half of them I use CompuServe Mail to transmit the documents back and forth.” She also uses CompuServe to arrange her visits to clients and trade shows. “I always check through the Official Airline Guide (GO OAG) to see what’s available—what the timing is, what the base fare is—before I try to negotiate something.”

Tinkel likes the way CompuServe puts

are by being able to communicate only by typing—and with no gesture or facial support—you manage to convey the truth about yourself pretty well,” she notes. “You don’t know what sex they are or how old they are. On CompuServe, everybody seems young to me—full of enthusiasm or uncertainty or questions or naiveté, and then when you meet them—another forty-something!”

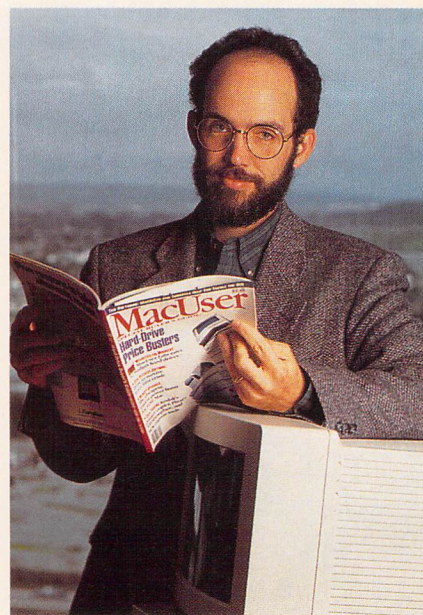
Tinkel notes that CompuServe helps to break down the barriers that often hamper in-person discussions among business professionals. “I see graphic designers, desktop publishers and even writers who might be nervous about competition at home, talking about rates, structures and how to get started,” she says.

Tinkel also receives a great deal of personal satisfaction from her time online. “I’ve met many wonderful people on CompuServe over the years. There’s something special about the telecommunicating community. It’s like the poets of the 1950s—an underground community. The generosity of people online is unbelievable.”

James Bradbury, executive editor of *MacUser*, one of the Macintosh community's most respected and influential publications, uses CompuServe to fill a variety of business and personal needs.

"For my work, I use Computer Library (GO COMPLIB) because, for one thing, it's the easiest way to look up articles from my own magazine. It's a very useful tool. It's

community thinks about the development. "For instance, when Claris acquired HyperCard from Apple, there was a huge thread generated on the Hypertext Forum (GO MACHYPER)," he says. "That was interesting because you got an idea of what the people who are close to HyperCard thought about that. It was also interesting to see how Claris was surprised by the reaction



CINDY CHARLES

JAMES BRADBURY

fast, easy to use and efficient." Bradbury also uses Phone*File (GO PHONEFILE), a service that provides electronic access to a database of more than 80 million US households. "We have to look up a lot of phone numbers here and it's the best way to do it. Phone*File is very handy. It's relatively new, but I'm glad CompuServe added it."

Occasionally, when a question arises about an obscure historical point in one of *MacUser*'s articles, Bradbury turns to the *Academic American Encyclopedia* (GO AAE) for help. "The need doesn't arise often, but when it does the encyclopedia can be a useful resource. It contains numerous facts on all sorts of topics."

Zmac (a service operated by the editors of *MacWEEK* and *MacUser*) also plays a big role in Bradbury's life. "I spend a lot of time in Zmac (GO ZMAC), reading things, going through the files. You can spend quite a bit of time going over the material and checking everything out. It's quite powerful," he says.

Bradbury says that when hot or controversial news hits, he heads directly to the Macintosh forums to discover what the Mac

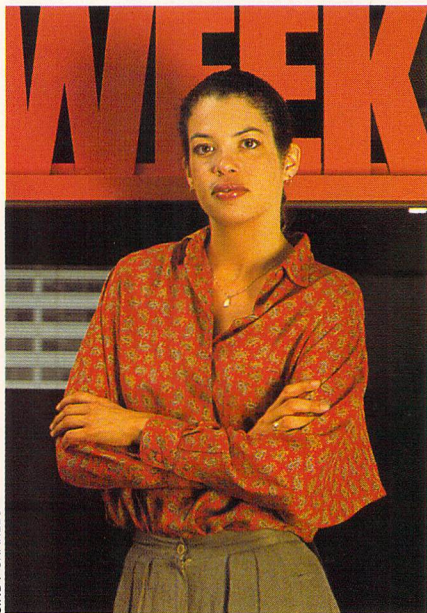
and asked to clarify its position. Going to the forums when news hits is a good way to uncover the current mood of public opinion."

Bradbury and his co-workers are big CompuServe Mail (GO MAIL) users. "We rely on that pretty heavily here, because the authors and contributing editors send their manuscripts that way," he notes. "It's the best way to get the stuff in here. We find it a fast, efficient way to handle things."

In his free time, Bradbury likes to visit the Consumer Electronics Forum (GO CEFORUM). He reads the forum's messages to keep abreast of the latest compact disc releases and other developments in the home entertainment field. "I hang out there, mostly lurking," he admits. "In addition, a guy named Steve Schechter uploads reviews of compact discs that I always read. He does a good job," Bradbury observes.

"In all, there's a lot of good stuff on CompuServe," he says. "I don't have the time to take advantage of everything that's offered—not many people do, I guess—but I'm glad it's all there."

*"Going to the forums
when news hits is
a good way to
uncover the
current mood of
public opinion."*



CINDY CHARLES

NATHALIE WELCH

"CompuServe has a good, diverse community of online users. You can find any flavor of discussion you want."

Using online services is Nathalie Welch's job. As *MacWEEK*'s in-house information specialist, she is in charge of editing and posting the popular News Beat section on Zmac (GO ZMC:NEWSBEAT), which informs readers of Mac market developments before the news is published in *MacWEEK*. Welch also teaches the publication's editors and writers how to use CompuServe to their advantage and alerts them to important discussions or news developments taking

for back issues or dates of stories in *MacWEEK*. We refer them to the reference databases in Zmac (GO ZMAC). And we also let them know that they can download material from Zmac as well," she says.

The various Macintosh forums (GO MAUG) also get a solid endorsement from Welch. "Neil Shapiro does a great job with the forums. I'm always sending people over there for help and information. It's amazing just how much Mac-oriented material peo-

ple can get through CompuServe. And the people—the users themselves—can be really helpful. It's like a built-in support network."

Although Welch has been an active CompuServe user for only a little more than a year, she's impressed by the diversity of forums and services. "Forums for hobbies and lifestyles and things like that are a lot of fun. The conversations are completely frank and adult. There's no censorship or restrictions on what can be discussed. I think CompuServe has a good, diverse community of online users. And you can find any flavor of discussion you want."

The downside to the situation, at least for Welch, is that her professional duties leave her little time to use CompuServe recreationally. "I wish I had more of an opportunity to do so, but I'm so busy helping other people get the most out of CompuServe that I have little time to enjoy the entertainment aspects of the service. Every once in a while I go online and look at the forums or play a game. But it's really nice to know that I'm helping other people find and use all of these good things."

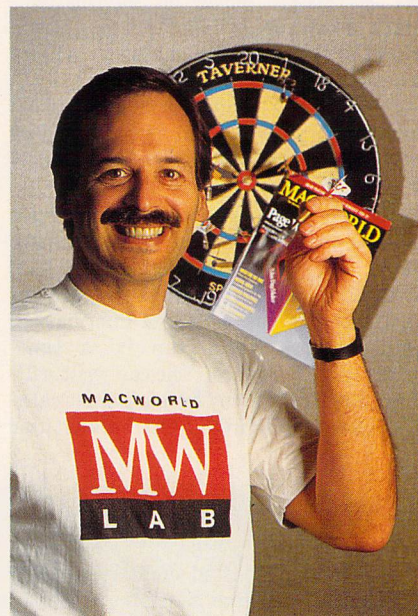
Welch notes that she's an enthusiastic CompuServe booster. "I'm always telling people where to find product information and, of course, how to use Zmac (a service operated by the editors of *MacWEEK* and *MacUser*). People always call here looking

As senior associate editor and lab manager for *Macworld* magazine, Chip Carman gets paid to play with new computers. Or at least that's what some of the magazine's readers think. In reality, he carefully tests and evaluates a wide range of Mac products and writes and edits articles on a variety of technically oriented topics.

During the course of his work in his San Francisco office, Carman regularly checks

letters a day through various system gateways (including CompuServe Mail). "They're giving us Quick Tips (reader productivity hints) and letters to the editor. We respond to every message, typically overnight."

The electronic mail system is also regularly accessed by outside writers and columnists who use it to send article copy to *Macworld*'s editors. "An article comes in on the service and it's forwarded to the appro-



CINDY CHARLES

CHIP CARMAN

into CompuServe. "I've been a CompuServe user since the early days," he says. "In fact, only recently did I throw that first manual away."

He finds two areas particularly helpful. "To get information, I'll use Computer Library (GO COMPLIB) or the Executive News Service (GO ENS). The other area I frequent is the Mac Systems Forum (GO MACSYS)," he says.

Carman uses CompuServe as a powerful research tool. "If I want to retrieve an article, or if there's a key topic I want to check out closely, I go into some of the database services or read some of the threads in the forum." He notes that the entire *Macworld* staff makes extensive use of CompuServe. "We actually pay someone to collect the threads, and then we put the file up on our network server here in the office. It's edited down, so it doesn't have everything. It's only the more interesting and pertinent topics."

Macworld also takes advantage of a custom-tailored private mail system CompuServe offers to businesses. Carman says he and the magazine receive about five or six

letters a day through various system gateways (including CompuServe Mail). "They're giving us Quick Tips (reader productivity hints) and letters to the editor. We respond to every message, typically overnight."

Carman says that in his spare time he often browses the shops in The Electronic Mall (GO MALL). He also likes to check out the various merchandise offerings in the Shoppers Advantage Club (GO SAC). "It's a good way to compare products and find out if the prices are fair. I use it on a regular basis."

He says it would be difficult to imagine life without CompuServe. "I think CompuServe is a wonderful service. It's easy to use. I have all these macros set up, so I don't even have to look at my keyboard anymore. It's all done automatically." Carman switches between two popular software packages: CompuServe Information Manager and Microphone. "That's my old standby," he says of the latter.

"Generally speaking, there's so much to do and see. I use the service from different angles. It's fun poking around, looking at threads and just checking things out. You can learn a lot."

John Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.

"I use the service from different angles. It's fun poking around, looking at threads and just checking things out."

Visit CompuServe's HyperCard Libraries

Stacks of Hyper Programs

by John Edwards

HyperCard inventor Bill Atkinson once described his brainchild as "a cassette player for information." That's a particularly apt analogy, for a HyperCard program without stacks is like a cassette player without tapes—useless.

Defined as a collection of information that can be accessed in a variety of novel and flexible ways, a stack can be as simple as an assortment of index card-type cooking recipes or as sophisticated as video episodes in a multimedia-based training course.

While HyperCard provides virtually instant access to vast bodies of information, finding useful stacks can be a time-consuming experience. You can visit software stores, send away for mail-order catalogs, haunt bulletin boards, browse user

group collections and still not find the stacks you need.

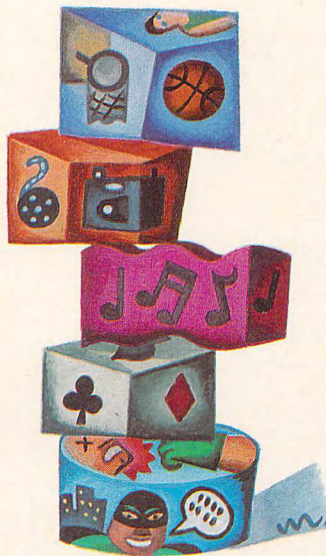
Savvy HyperCard users launch their stack searches in one of CompuServe's Macintosh forums. Not surprisingly, libraries of the Hypertext Forum (GO MACHYPER) provide the greatest selection of stacks. But you can also find powerful stacks in the Macintosh Applications Forum (GO MACAP), Communications Forum (GO MACCOMM), New Users/Help Forum (GO MACNEW), Developers Forum (GO MACDEV), Entertainment Forum (GO MACFUN) and Sys-

tems Forum (GO MACSYS).

A variety of powerful stacks are available in Zmac (GO ZMAC), a service operated by the editors of *MacUser* and *MacWEEK*. To speed searches, Zmac offers its own File Finder capability. Many HyperCard stacks made exclusively for *MacUser* and *MacWEEK* can be found in Zmac's Down-

load and Support Forum, Library 6, "Stackroom," and Library 7, "Reference."

A forum's name gives you a good idea of the type of stacks its libraries contain. You would be more likely to find a phone-dialer



ILLUSTRATIONS BY MICHAEL MCLAUGHLIN

How to Decipher File Formats

After you've located an interesting stack, you'll want to transfer the software to your Macintosh for use with HyperCard. Fortunately, downloading a stack is much easier and less time-consuming than visiting a software store or scanning a catalog.

Here's a guide to the most common file formats:

Regular Binary Files (BIN)

Many stacks in the Macintosh forums' libraries are in binary format (recognizable by BIN extensions). To download binary stacks, simply use your communication program's binary file downloading feature (your software's documentation will give you the details). Once downloaded, most binary file stacks are ready for immediate use with HyperCard.

Compressed Stuffit Files (SIT)

Although binary stacks are easy to access, large stacks can take a considerable amount of time to download. For this reason, the vast majority of stacks in the Macintosh forums' libraries are formatted as compressed Stuffit files (recognizable by SIT extensions).

Stuffit is a file-compression utility that greatly shortens the amount of time needed to move a file from a library to your Macintosh.

You download a Stuffit-compatible file like any other binary file. Once the file is on your Macintosh's hard disk or diskette, you use Stuffit's "unstuff" function to put the file's stack or stacks into a HyperCard-compatible format.

Stuffit is available in two versions: Stuffit Deluxe and Stuffit Classic. Stuffit Deluxe, which includes a variety of powerful user-productivity features, is available commercially. Stuffit Classic, a scaled-down shareware version of the program, can be found in the Macintosh Communications Forum's (GO MACCOMM) Library 4, "Communication Programs and Utilities," file

STUFFI.SEA (a binary file).

Stuffit Classic can also be found in the Zmac Download Forum (GO ZMC:DOWNLOAD) under the file name STUFFCL.BIN in Library 1, "Applications."

Compactor Files (CPT)

Compactor is another shareware file-compression utility. It compresses and stores files in "archives" that may span multiple diskettes. The software can be found in the Macintosh Communications Forum's Library 4, "Communication Programs and Utilities," file COMPAC.SEA.

Compactor SEA or self-extracting files do not require an application to decompress. Just download the file and double-click on the icon to decompress the stack. To create SEA files, you'll need a copy of Compactor from the Mac Communications or Zmac Download Forums. SEA files are rapidly becoming a standard in the Zmac Download Forum because they don't require the user to have an extra application for decompression. SEA files add to the size of the files but they are still smaller than most Stuffit archives, thus saving time and money.

Look for Compactor under the file name CPTPRO.SEA in Library 1, "Applications," in the Zmac Download Forum.

Compressed PackIt Files (PIT)

A less-often-used file compression utility is PackIt (recognizable by files with a PIT extension). PackIt is available in the Macintosh Communications Forum's Library 4, "Communication Programs and Utilities," file PACKIT.BIN.

For complete instructions on downloading Macintosh files, read FILES.HLP in Library 3, "Using LIBs," of the Macintosh New Users and Help Forum (GO MACNEW).

Selections from the Stacks

Listing the variety of HyperCard stacks available in the Macintosh forums is a bit like trying to describe the selection of products in a well-stocked supermarket. Nevertheless, certain files stand out as all-time favorites:

stack in the Communications Forum, for example, than in the Entertainment Forum.

Upon entering a forum, select the Libraries option for a list of topics covered and then choose the library (for example, Education) that interests you. The Browse function (BRO) will allow you to browse through all of the files in the library. (Hint: To find HyperCard stacks in a library, use such key words as HYPERCARD or STACK.)

Another way to search for files is to use the Macintosh File Finder (GO MACFF). The File Finder is an online comprehensive key word-searchable database of file descriptions from Macintosh-related forums.

File Finder provides you with seven common search criteria for quickly finding the location of a desired file or files. You can search by key word(s), submission date, forum name, file type, file extension, file name or file submitter's User ID number. Once a file is located, you are automatically given the forum, library and file name.

Although stacks are thoroughly tested by each forum's manager and users, bugs can attack any software product. Fortunately, posting a short note in one of the forum's message sections addressed to "All" brings assistance within a few hours. Don't be surprised if your message is answered by the person who created the stack.

General HyperCard product support is available directly from Claris Corp. in Section 14, "Claris," of the Macintosh A Vendor Forum (GO MACAVEN). You can also get help in the Hypertext Forum.

HyperCard authors tend to congregate in the Macintosh Developers Forum (GO MACDEV) and Section 2, "Community Square," of the Hypertext Forum. Don't be afraid to offer constructive criticism (most authors appreciate user feedback on their work). Also, take the time to compliment an author on a job well done.

Finally, if you harbor hopes of creating your own HyperCard stacks (most HyperCard authors aren't professional programmers), be sure to visit the Hypertext Forum's Section 5, "HyperTalk Language," for information and support.

You may even become famous, just like Bill Atkinson.

John Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.

MAC APPLICATIONS FORUM (GO MACAP)

APD Generator—A stack for anyone who uses Aldus PageMaker with a PostScript printer and Aldus Printer Descriptions (APDs). It lets you modify any APD. You can set a printed screen's frequency, rotation (for color separations of special effects) and cell pattern (dots or lines). File APDGEN.SIT (32,512 bytes) in Library 7, "DTP Templates."



ISBN Reader—This stack calculates and verifies International Standard Book Numbers (ISBNs) according to algorithms prescribed by the International Standards Organization (ISO). ISBNs are used by libraries and bookstores to stock and order books. File ISBN.BIN (15,488 bytes) in Library 2, "Word Processing."

MAC COMMUNICATIONS FORUM (GO MACCOMM)

Navigator Message Management—Archiver 2.0 is a stack that imports messages from either a CompuServe Navigator session or Navigator archive file. Features include dual indexing by thread and category and point-and-click search functions. File ARC20.SIT (128,896 bytes) in Library 2, "CIS Navigator."

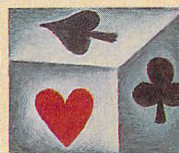
Pager Control—A stack that lets you automatically dial and send a number for display on a pocket pager. File PAGER.SIT (11,536 bytes) in Library 4, "Comm Progs/Utils."

MAC DEVELOPERS FORUM (GO MACDEV)

Tech Notes—Macintosh Technical Notes as of April 1990 in HyperCard stack format. The file occupies more than 2.5MB of memory when unpacked. It's in a self-extracting compactor file. File TNSTAK.PAC (1,033,728 bytes) in Library 7, "Apple System Tools."

MAC ENTERTAINMENT FORUM (GO MACFUN)

Poker Simulator—Poker Face 1.1 is a HyperCard-based poker machine. It even keeps your money! File POKERF.SIT (39,552 bytes) in Library 4, "Board/Card/Educational Games."



MAC HYPERTEXT FORUM (GO MACHYPER)

Music Composition—This stack allows the composition of music with HyperCard. After music is written, you can automatically send it to another stack. File MUSIC (193,664 bytes) in Library 4, "Music and Sound."

Comic Book Database—Comics Inventory Stack is designed to keep track of your comic book collection.

It tracks titles, locations, conditions, and cover and current values. File COMICS.SIT (132,736 bytes) in Library 14, "Personal Databases."

Icons—A stack of more than 1,400 classical icons with 19 topics, including animals, commercial objects and home-oriented graphics. Icons are in picture form. Use a lasso to transfer to your stacks. File CLICON.SIT (280,448 bytes) in Library 5, "Art: Clip and Fine!"



Basketball Tracking—A set of stacks that keeps track of teams in the NCAA men's basketball tournament. The stacks keep score (points are awarded for each time a team wins). File NCAA.SIT (40,448 bytes) in Library 2, "Games."

Word Fun—Remember *Mad Libs*, the game in which you fill in words to create wacky stories? This file contains a HyperCard version of the game. File MAD (25,088 bytes) in Library 2, "Games."

CPR Tutorial—An animated review lesson of adult cardiopulmonary resuscitation (CPR) taught by the American Heart Association. File CPR.SIT (293,760 bytes) in Library 3, "Education."

Japanese/English Dictionary—Has more than 5,400 English words and 10,000 Japanese definitions. File JAPAN.SIT (518,528 bytes) in Library 3, "Education."

Photo Lessons—A tutorial stack about photography basics. Includes animation, sound, intuitive demos and projects. File PHOTOT.SIT (237,952 bytes) in Library 3, "Education."

Children's Stories—*Inigo's Day Out* is a collection of charming cat stories by a member of the original HyperCard team. File INIGO.PIT (145,920 bytes) in Library 2, "Games."

MAC SYSTEMS FORUM (GO MACSYS)

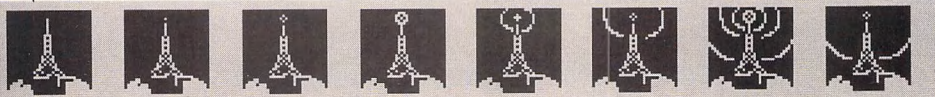
Virus Encyclopedia—A stack that describes viruses and what can be done about them. File VIRENC.SIT (61,952 bytes) in Library 6, "Utilities."

ZMAC DOWNLOAD FORUM (GO ZMC:DOWNLOAD)

Beyond HyperCard 2.0—This stack reveals tips for HyperCard 2.0 and displays four techniques for animation, creating menus, grouping radio buttons and displaying graphics. Self-extracting archive; double-click to unpack. Freeware. File BEYOND.SEA (116,036 bytes) in Library 6, "Stackroom."

MacUser HyperCard Index—Index stack of all *MacUser* articles from January 1989 to November 1990. Each entry includes month, year, citation, page number, author, key word and Computer Library article number for retrieval from Computer Database Plus. HyperCard 2.0 and Stuffit required. Freeware. File MUINDX.SIT (214,159 bytes) in Library 7, "Reference."

—JE



Enliven Mac Messages with Animated Sequences

Navigator's Higher Glyphics

by Michael Mooney

When the Mac first strode into the alpha-numeric hell of DOS, it presented an alternative representation of computing's virtual world. Objects offered orientation. Pictures became their own captions. Icons came to stand for something. And Mac users who encountered these "higher glyphics" saw the future of interface design.

Many people were drawn to the Mac by the power of the unprinted word. So it isn't surprising that Mac devotees would find a way to get their own images and likenesses into the act.

With the CompuServe Navigator software and related utilities, CompuServe Mac users have the tools to do just that. They use simple software to immortalize themselves in portraits or other icon-sized artwork. Those images can then be used to personalize the electronic letterhead of their online messages.

These personalized icons work exclusively with CompuServe Navigator software, and only in the message sections of CompuServe forums.

To see another member's image, forum members must have first created a personalized icon using editors provided in the Navigator software, or in Face Manager, a freeware application available in the Macintosh Communications Forum (GO MACCOMM, Library 2, "CIS Navigator," file FACMAN.SIT). They then upload their images to the forum where other users download them for storage on their Macs.

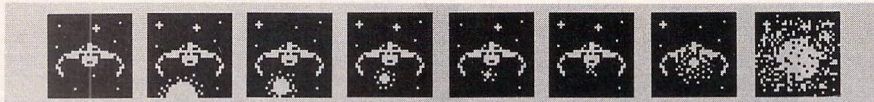
There are nearly 1,000 faces in the comprehensive face file maintained by the forum staff. Once this file is on your disk, Navigator matches the images with the names for both the sender and receiver of messages. When reviewing a Navigator session, these "faces" (or other images) created by the sender and receiver are shown at the top of each message. (For an introduction to Navigator 3, refer to the Macintosh Special Insert of the December 1990 issue of *CompuServe Magazine* or type GO NAVIGATOR online.)

The format for the basic Navigator icon includes just two frames. Most icons portray a face, and show one frame talking and

one listening. When reading forum messages, the software alternates between the two frames of the sender's icon, creating a simple animated effect.

In many cases this simply means that a person's mouth opens and closes. But talking heads can be boring. Consequently, Navigator users make their faces wiggle, blink, smile, smirk, wince, salute and more.

There are realistic and representational faces. Scanned images and line art. Even comic book characters sometimes stand in for those who choose to alter their online egos.



These are often simple caricatures, but they all say something about the person, the medium and the personality of the CompuServe Mac forums. Like an electronic wax seal, they add a stamp of individuality to traditionally impersonal online message exchange.

Color and sound add two other dimensions to this creative process. And the ability to create longer animated sequences is particularly compelling.

Once they've mastered the blinking effect of a two-frame storyboard, Mac users can advance to sequences with up to eight frames. The results are quite entertaining. In light of all the recent hoopla heralding the brave new world of multimedia, this "grass-roots animation gallery" offers a curious preview of how people choose to present themselves in a computer-mediated environment.

It's a curiously democratic process. The 32-by-32 pixel frame and eight-frame maximum level the playing field for budding animators. Professional graphic artists and Mac enthusiasts alike have an opportunity to use their imaginations to introduce themselves and suggest something about their lives.

Electrons circle a head. A postage stamp flashes "2" (meaning two cents)—a typical forum contribution meaning "Here's my two cents' worth." A cat slowly pronounces

the word "meow." A horse gallops across a frame. Lightning bolts span a man's rabbit-ear antennas. A motorcycle races past. A rabbit jumps out of a hat and hops away. A Mac crushes the IBM logo. These are not your typical commemorative stamps. And describing them here doesn't do them near the justice of viewing them on your Mac. (See illustrations.)

Here's how you can use your Mac to add a new dimension to your online communication. If you are a registered user of Navigator, refer to the Navigator Users Guide for an overview of Navigator face creation

and display capabilities.

To get started making faces, or simply to view faces offline without Navigator, download the file FACEKT.SIT from Library 2, "CIS Navigator," of the Macintosh Communications Forum (GO MACCOMM). (Note: the file is compressed and will require StuffIt Classic or StuffIt Deluxe to open.) The file includes instructions for setting up and maintaining a Navigator face archive along with a file of all currently active member faces.

The easiest way to create a face has always been to find another face that looks somewhat like what you want and then modify it. As a result, a great number of faces look a little bit like Michael O'Connor, the author of Navigator, whose face file comes with the software and is frequently cloned by new users.

For specific advice and tips about viewing or creating Navigator faces, post a message in the Macintosh Communications Forum, where other members can help.

Michael Mooney is a free-lance writer in Boston. His CompuServe User ID number is 76004,2345.



LET MENTOR TEACH YOU THE ABC'S OF COMPUSEVE

Finding your way around CompuServe is easy when you have a mentor.

We all know our ABC's, but how well we use them makes a big difference in our ability to communicate effectively. It's the same with CompuServe. Mentor has specifically designed four individual courses in a step-by-step manner. With Mentor you can go at your own pace and study in the privacy of your own home.

Mentor's "learn by doing" approach utilizes practical, easy to follow examples that make learning fun while increasing your know-how and satisfaction. It's the smart way to get the most from your CompuServe membership plus each course you order includes a free usage credit.

Mentor Technologies is the authorized, CompuServe training source. We've already taught thousands of members the insider's secrets that save time and money. We've developed four self-study courses that can do the same for you.

CompuServe Made Easy is a comprehensive overview of the service and foundation for its many features. *Forums Made Easy* will show you a painless way to

participate in any of the 180+ active forum's message boards, conferences and libraries.

Online Research Made Easy will teach you how to design a search and interpret your results; and *Personal Investing Made Easy* will help you put CompuServe's financial services to work for you.

For detailed course descriptions, prices and information, just type GO MENTOR or call 1-800-227-5502. In Ohio call 614-252-7991. And remember, you get **free usage credits with every course**. Call today and let us teach you the ABC's of CompuServe.



MENTOR TECHNOLOGIES

GO Online for Macintosh Help

by Maura J. Mackowski

Whether you need advice on a particular Mac software package or would like to browse through software libraries in search of tips and tutorials, CompuServe's forums are at your command. Besides those listed here, help and advice can be shared in the Macintosh forums (GO MACINTOSH).

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
AAPPS CORP. DigiVideo; DigiVideo Color; MicroTV	Mac A Vendor GO MACAVEN
ACIUS 4th Dimension; File Force	ACIUS GO ACIUS
ACTIVISION (TENpointO) Focal Point II; City to City	Mac A Vendor GO MACAVEN
ADOBE SYSTEMS INC. Adobe Illustrator; PostScript; Type Library; Streamline; TrueForm; Adobe Type Manager	Adobe GO ADOBE
ALDUS CORP. SnapShot; PageMaker; FreeHand; Persuasion	Aldus GO ALDUS
ALTSYS CORP. Fontographer; Metamorphosis; The Art Importer; Fontastic Plus; Family Builder	Mac B Vendor GO MACBVEN
ASHTON-TATE CORP. FullPaint; FullWrite Professional; Full Impact	Ashton-Tate GO ASHFORUM
AUTODESK INC. AutoCAD	Autodesk GO ADESK
BRODERBUND SOFTWARE INC. TypeStyler; New Print Shop; NPS Graphic Libraries; Science Toolkit	Mac A Vendor GO MACAVEN
CE SOFTWARE QuickMail; QuickKeys; Disktop; Alarming Events; Amazing Paint; CalendarMaker	Mac A Vendor GO MACAVEN
CHIPSOFT Turbotax	Mac B Vendor GO MACBVEN
CLARIS CORP. File Maker II; MacDraw II; MacWrite II; Claris CAD; MacProject II; Claris Graphics Translator; SmartForm Designer	Mac A Vendor GO MACAVEN
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CREATIVE SOLUTIONS MacForth Tools	Creative Solutions Forth Net GO FORTH
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Maura J. Mackowski is a St. Louis-based free-lance writer who specializes in business and technology. Her CompuServe User ID number is 76004,2243.

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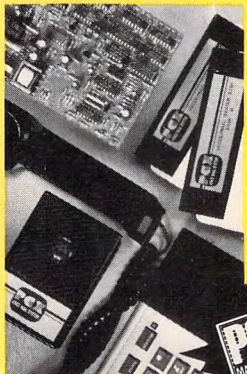
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▼
Paris on the
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▼
A Bash Itinerary,
page 36

▶ **Canada's largest city marks three-and-a-half centuries of existence with five months of grand festivities.**

While much of the world spends 1992 marking the voyage of Christopher Columbus, Montreal will vie for the international spotlight with its 350th anniversary. Plans are under way for "150 days of the most intense celebration" in the city's history.

Montreal asserts its position as the largest French-speaking city outside France with a stylish, cosmopolitan air and a flair for the festive, as seen in the dazzling roster of festivals that fill the city's calendar (see box). But the same *joie de vivre* translates into everyday life: whether the high culture in museums or pop culture in cinemas; the avant-garde garb of the youth or the drop-dead fashions of the city trendsetters; or the casual camaraderie of sidewalk cafés or the haute cuisine of top restaurants—there are 3,500 restaurants serving more than 70 ethnic cuisines.

Montreal is full of such contrasts and surprises because it is an enclave of distinct communities, each with its own ambience, style and manner. Montreal has many worlds to offer, but even in a short visit to this

historic city, be sure to sample three versions of the urban experience.

Old Montreal

The fortifications of Old Montreal are gone, but there's no mistaking the boundaries of the original city. Its narrow cobbled streets and blocky structures represent the first half of Montreal's existence. The massive stone buildings reflect the themes of Montreal and Quebec history—government and religion. In the early years, they were the same, as the Sulpician order administered the town, and the Grey Nuns cared for the sick. The heart of Roman Catholicism in Montreal is the gilded, majestic Notre-Dame Basilica with its soul-shaking, 12-ton bell.

Down the street from the neo-gothic basilica is Place Jacques-Cartier, a pedestrian square of shops, outdoor cafés, street musicians, flower sellers and horse-drawn carriages. At dockside, a fascinating archaeological dig is under way—the restoration of the original 1642 city site. At the Old Port, you'll find an IMAX theater, river cruises and small pedal boats for rent.

Amid the boutiques and shops of Old Montreal are some memorable restaurants. The Filles de Roi ("daughters of the king") refers to the young ladies imported by the French crown as wives for the colonists. The restaurant specializes in French-Canadian cuisine with a colonial accent, and the wait staff wears period costumes. For a more



The largest French speaking city outside France celebrates 350 years of French language, culture and tradition: Montreal, 1992

COMSTOCK

Fireworks, Filmfests and Funniness: A Gala Calendar

Montreal's broad avenues and open parks—along with an unusually good range of performance venues—make it perfect for public celebrations. Many of its festivals feature outdoor events that are free to all. From the opening salvo in May 1992 to the final curtain in October, the city's celebration keeps hopping all summer long. Here's a quick run-down of events:

Ka-boom. On Wednesday and Saturday nights, May 25–June 19, the skyline lights up with the seventh edition of the Benson & Hedges International Fireworks Competition, the most prestigious event of its kind. Some 2 million people will watch displays of pyromusical fireworks by teams from Holland, France, the United States, Canada, Spain, Australia and Italy. Information: 514/872-6222.

Zzzzoom. Daring athletes running cars at the leading edge of technology compete in the Grand Prix Molson du Canada from May 31–June 2. Part of the Formula 1 world championship, the race covers 70 laps on Ile Notre-Dame. Information: 514/392-4731.

What she saw. The entries in the International Festival of Women's Films & Video, June 5–15, were created by women but cover the gamut of subjects and languages. Information: 514/845-0243.

Global rocking. Latin and African rock music are big in Montreal, which is populated by more than 50,000 Haitians and 20,000 Salvadorans. The Rythme du Monde World Beat Festival, June 9–16, features top acts from the world music scene. The final weekend is a free blowout multicultural festival with mega-concerts in Mont Royal Park. Information: 514/282-1929.

Keep cranking. *Guinness Book of World Records* names the Tour d'Ile de Montreal as the largest cycling event in the world. On June 9, some 35,000 cyclists will make the 70-kilometer tour of the island. Information: 514/847-8678.

Be-bop she-bop. Hot or cool, smooth or funky, upbeat or down—there's some of every style at the world's biggest jazz festival,



Recover from the festivals in one of St. Denis' fine cafés: Coffee relief

elegantly Continental French experience, try Le Fripon or Bonaparte. Several non-French cuisines are well-represented as well, but the reasonable, satisfying Polish food and vodkas of Stash's Café Bazaar may be the best.

Downtown

The English conquered New France in 1759, and the arrival of British merchants shortly thereafter triggered phenomenal growth. Today, the downtown section banded by Avenue Rene-Levesque, Sainte Catherine Street and Sherbrooke Street throbs with commerce—both the grand scale of the banking and transportation industries and the daily bustle of smart shops and boutiques. Eurostyle holds sway here, especially on Sainte Catherine, which is punctuated with some of Canada's major department stores and an array of shoe shops.

The downtown also offers several gateways to the Underground City—Montreal's unique maze of boutiques and shopping cen-

ters built into the subway system. Sherbrooke, on the other hand, is pricier and more elegant. Looking for top designers and haute couture? For fine art and antiques? Try Sherbrooke.

The hilly cross streets that connect these main avenues are the Anglophone playground of Montreal, especially the pubs and clubs of Crescent Street. Revitalized in the 1950s, this part of Montreal pulses with nightlife. Crescent and the parallel streets of Bishop, De la Montagne, Drummond and Stanley are filled with restaurants, bars and dance spots.

Although this district is often considered more "English" in tone, Montreal's most famous French restaurant, Les Halles, is here—as is a fine newer eatery, Café Mozart, specializing in Viennese-Hungarian food.

Café Culture

Downtown moves in a hurly-burly, but in the part of the city loosely called Saint-

Denis, you can exchange that stiff-legged strut for a leisurely saunter.

The neighborhood a few blocks in each direction from Saint-Louis Square is something of a university town and a center for Montreal's baby boomers in the arts, high technology and the professions. In contrast to

Old Montreal and downtown, this part of the city is constructed on a human scale with wide, airy, tree-lined

streets and a genial architectural style. You'll find designer kitchen stores, high-tech lamp emporia and other businesses devoted to feathering the modern nest. But it is also the section of the city with revival movie houses, coffeehouses, music stores, bookstores featuring philosophy and politics and similar such fixtures of academic bohemia.

But bohemianism isn't Saint-Denis's chief attraction. Formal tea salons dot the region and there's an active café society in the afternoons and lively dancing, music and comedy at night—a life to suit the new

TRAVEL

Montreal International Jazz Festival, June 28–July 7, with more than 1,500 musicians in 250 free outdoor performances and more than 100 in-hall concerts. Information: 514/289-9472

Very funny. At the Just For Laughs International Comedy Festival, July 11–21, like the jazz fest, many of the 250-plus acts are in the streets, while others are in clubs or halls. The 10-day, bilingual

event features a mix of established American, Canadian and British acts with raw talent from all over the world. Information: 514/845-3155.

Between the lines. Legends of Tennis exhibition play launches the Players Festival of Tennis, July 18–28, before the serious business gets under way: the Canadian men's open, Players Ltd. International. Prizes approach \$1 million at the Jarry Tennis Stadium, where Centre Court seats 10,000. Information: 514/273-1515.

Screenings I. More people show up to the World Film Festival, Aug. 22–Sept. 2, than to any other film festival in the West. More than 250 feature films are screened and celebs from the international film scene turn Montreal into a glamour capital. Information: 514/933-9699.

Screenings II. The International New Film & Video Festival features the new and experimental. Expect some of the world's top animators to show at this gathering, Oct. 17–27. Information: 514/843-4725.

Get ready for '92. The 350th celebration will add three more festivities to the 1992 calendar. The official opening is scheduled for May 15–18, the last two days marking the civic and religious foundations of Montreal, respectively. Look for a four-day bash at the Old Port and in Old Montreal. The attention moves from past to present from July 24–Aug. 8—a fortnight of local entertainment at venues on Expo Island. The closing, Oct. 10–12 (Canadian Thanksgiving), looks to the future with other cities paying tribute to Montreal in Olympic Stadium. Information: 514/872-1992.



COMSTOCK

population moving into and renovating the Victorian-era graystones. During the jazz and comedy festivals, Saint-Denis is a magnet for audience members and performers alike.

Two pedestrian streets, Prince Arthur and Duluth, are tops for ethnic restaurants, especially for cuisines with a French connection such as Moroccan and Vietnamese.

When you need a change from the bustle of the street scenes, Montreal's tranquil parks and gardens and extraordinary museums beckon.

Mont Royal Park, the vast sward of greenery around the mountain towering 700 feet above the city, brings the countryside into the middle of a metropolis. The Victorian tranquility and order of its paths and byways are the work of landscape architect Frederick Law Olmsted, who also designed New York's Central Park.

The Botanical Garden, on the east side of the city near the Olympic Stadium (home of the Montreal Expos baseball team), represents another sort of Victorian order—the

passion of categorization and classification. The garden's 10 exhibition greenhouses hold 26,000 floral species and varieties. With 30 outdoor gardens and a top research facility, the Botanical Garden ranks among the top three gardens in the world. Part of the adjoining park houses the Insectarium, a new natural history museum devoted to creepy-crawlies.

You can lose yourself in somewhat quieter contemplation in Montreal's other museums. The grande dame is the Museum of Fine Arts, Canada's oldest art museum. In addition to its collection of Canadian and Quebec art, the museum frequently hosts blockbuster exhibitions from Europe that travel nowhere else in North America. This summer, it's "The Twenties: Age of the Metropolis," an exhibition that focuses on Paris, Berlin and New York as sources of inspiration and centers of creation in the Jazz Age. The museum is also showing off some inspired creativity of its own this fall: A new building designed by the renowned architect

Moshe Safdie will open across from its current location, doubling exhibition space. The Museum of Fine Arts opening kicks off a series of other museum openings timed to celebrate Montreal's 350th.

A unique natural science museum, the Biodome, will open in the former Olympic Velodrome next to the Olympic Stadium. Microworlds will replicate tropical jungles, northern forests, the St. Lawrence River and polar environments through characteristic plant and animal life.

The Museum of Modern Art, which has been operating only a single exhibit for the last year, will open in a new home at Place des Arts, Montreal's chief performing arts center. And the McCord Museum of Canadian History will reopen after a two-year construction project that has doubled its size.

After all, 350 years of history takes a lot of space.

Patricia Harris and David Lyon are free-lance writers based in Cambridge, Mass.

Getting to the Party: A Montreal Travel Guide

For help making your Montreal travel plans, see the World Travel Guide (Option 6) in the OAG Electronic Edition Travel Service (GO OAG) to access the Travel Facts menu for Quebec (Option 11). A US dollar has been bringing about \$1.15 Canadian, but see Op-

tion 8, "Currency Exchange Rates," on the OAG main menu for an update.

Montreal is served by airlines from all over the United States, Canada and Europe, and by Amtrak

and VIA Rail. Travelshopper (GO PARS), Eaasy Sabre (GO SABRE) and the OAG Electronic Edition Travel Service can assist you in making your airline

reservations. Driving is also an option, but Montreal streets are not for the timid and parking is at a premium. Getting around in the city is a cinch using Le Metro, Montreal's great subway system. Maps of the system are available at major stops (especially where lines cross).

But if having a car at hand is your preference, type GO SABRE to reserve a rental car in the Eaasy Sabre travel database. Select Option 5, "Access Eaasy Sabre," then Option 2, "Travel Reservations and Information," then Option 4, "Rental Cars." You'll be prompted for pick-up and drop-off locations, dates and times.

Yes, Montrealers speak French. They also speak 34 other languages, with English the most common. If you speak some French, it is polite to try. Otherwise, don't be self-conscious about using English.

The Greater Montreal Tourism and Convention Bureau publishes a superb tourism guide (free) as well as a walking tour of the old city. Call at 800/363-7777 for copies or visit Infotouriste, 1001 Dorchester Square (Metro:Peel).

Montreal has more than 22,000 rooms for visitors in a range of hostelryes. Even in the summer, some of the more expensive hotels have discounts on rooms, if you ask. To research the city's hotels, type GO ABC to access the ABC Worldwide Hotel Guide. You'll be presented with a choice of 56 hotels, including the Ramada Suites Château Vaudreuil whose 122 suites offer Italian custom-made furniture, computer terminals, babysitting and pet services, cable TV and more.

And finally, stop by the Travel Forum (GO TRAVSIG) and check out a list of Montreal's restaurants in file MTLFOO.TXT of Library 2, "Canada." In the same library, photo opportunities are listed in MTREAL.PIC while members' travel experiences are recorded in MONTRE.PQ and MTREAL.PQ.

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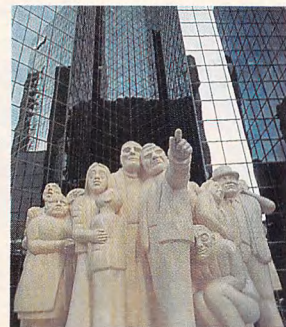
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Montreal: old and new

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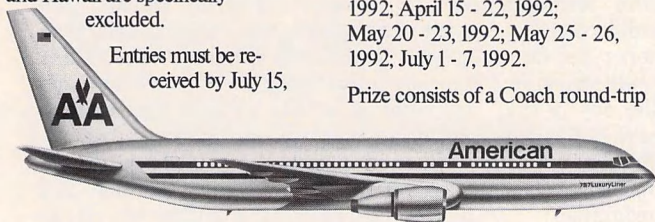
EAASY SABRE, P.O. Box 619616, MD 3119, Dallas/Fort Worth Airport, TX 75261-9616. All decisions by the judges are final.

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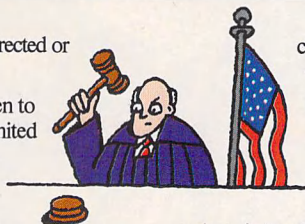
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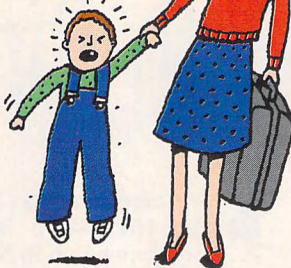
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Alternatively, or if you are already a member of the ORG or a 40-column user, send us your name, address and phone number on a 3" x 5" card to: Discover the ORG on EAASY SABRE Contest, P.O. Box 619616, MD 3119, Dallas/Fort Worth Airport, TX 75261-9616.

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by Jennifer Lowe



THOS HOGAN

Stargazing With Binoculars

► **The creator of the Showbiz Forum and Hollywood Hotline remains well-connected in Nevada's desert.**

Computers hummed. Printers typed furiously. Phones rang and notes were scribbled.

It was just another day in the Los Angeles office of Hollywood Hotline, CompuServe's online entertainment news source, when its founder had a realization.

"We used to be down the street from NBC in Burbank," says Eliot Stein. "And one day we had the doors closed, the computers going, the printers on, and we said, 'What difference does it make? We could be in Nome, Alaska.'"

So Stein packed up and relocated his unusual business to the calm, wide-open spaces of Sparks, Nev. But in reading Hollywood Hotline—and Stein's new Showbiz Forum—you could never tell.

"We interview celebrities here," he says from his home office. "And because of computers and fax machines, it really makes no difference where we are."

The Hollywood Hotline News Service, Stein's Hotline database (GO HOLLYWOOD), features a daily update of the go-

ings-on in the entertainment world, interviews with celebrated names, an entertainment encyclopedia, film critiques and trivia quizzes. The Showbiz Forum (GO SHOWBIZ), the interactive flagship of CompuServe's entertainment services, includes discussion areas for all aspects of the industry.

Stein's big move didn't let him escape the glitter. If anything, he stands out more as a teller of Hollywood tales in this twin city to Reno. He gives movie reviews on a local TV station. People recognize him in the supermarket. When celebrities do come to town, he snags them for interviews.

"I'm also on AM and FM radio—a one-hour talk show—because of my contacts. People are shocked at who I can get."

Freddy Krueger. Bob Hope. James Bond. Jane Russell. They're big names, real-life or not. And Stein has interviewed them all.

From the decade of Hollywood Hotline's existence, Stein recalls a few of his entertainment news service's biggest moments. When actress Lucille Ball died a few years ago, for example, the service put out one of its only bulletins.

When actor Rock Hudson was dying of AIDS, Stein learned of the news several days before the story broke. He agonized over whether to publish it. "I'd learned of it second-hand," Stein recalls. "But we don't print gossip things. He said that in 48 hours it would be all over. I said I didn't know

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page 45

if I could print this because I might have a multimillion dollar lawsuit on my hands.

"Forty-eight hours later it was reported (elsewhere). But I had the story," Stein says, frustration still in his voice.

He says he did break the news about the cancellation of the late-night Pat Sajak TV show. "We found out about it and reported it before anybody. I ran it based on the reliability of the source. Others came out with it later that day," he says proudly. On other news stories, Hollywood Hotline has tied with newspapers such as *USA Today*, Stein says.

Stein's contacts and knowledge have helped him prepare for the Showbiz Forum, which opened in February. Stein is determined that the forum will not become a place for critics to act high-brow. It's just a place for those who enjoy movies, music, TV and entertainment tidbits to converse with others who share their interests.

"It's for anybody who loves show business," says Stein. "It's for sharing ideas. The opinion of the average person about a movie is just as valid as that of a critic."

Stein was that curious guy with an opinion. After getting a solid education—under-

graduate degrees in psychology/sociology, a master's in educational technology and a doctorate in hypnotherapy—Stein acted throughout the 1970s in TV roles he'd rather downplay. He was building contacts when he got the idea for an electronic entertainment news service. Ten years ago Hollywood Hotline was born, and Stein brought it to CompuServe a few years later.

His biggest challenge was convincing studio executives and publicists that he should receive news just as other news agencies. "They'd say, 'What do you mean you can read it on a computer?'"

Now Hollywood Hotline consists of Stein; his wife, Pat, who worked for Rona Barrett magazines; and a corps of free-lancers in Hollywood. Stein edits their dispatches, and writes stories and reviews, giving Hollywood Hotline what he calls a generic yet informative flavor.

And mentioning his service rarely brings raised eyebrows anymore. Hollywood Hotline has featured interviews with celebrities such as Arnold Schwarzenegger, Sean Connery and Sally Field. Still, Stein's favorite interviews are with the lesser-known stars. He

doesn't get starry-eyed over big names.

"I have a funny attitude about that. Hollywood is something created by man. One hundred years ago, there were no stars, no celebrities. I can only take it seriously to a point," he says.

Like Hollywood Hotline, the new Showbiz Forum lacks heavy doses of glitter. Stein planned no big-name celebrity kick-off for the forum, though celebrities occasionally participate in online question-and-answer sessions. Just as he's chosen to settle in a smaller town far from Hollywood glitz, Stein wants to keep his entertainment services simple and non-gossipy, yet appealing to those who hunger for news of the rich and famous.

"I think people want to be entertained," he says. But why we all love a good movie, an interesting celebrity interview or news about a TV show puzzles Stein—a professional Hollywood-watcher. "That's a good question," he says. "There's just something that's attractive about movies and TV."

Jennifer Lowe, a free-lance writer based in Orange County, Calif., is a staff writer for The Orange County Register.

MTV's Video Hitmeister Logs On

You might think a TV personality seen by millions of people each week would never pop up on CompuServe using his or her real name. Surely it would be easier on their e-mail box, and possibly their ego, to use a pseudonym. But MTV VJ and CompuServe member Adam Curry, who frequents RockNet and other forums, has chosen to maintain a visible online presence, even though the medium's anonymity makes it harder to claim a well-known name. "Most people don't believe it's me!" he says.

Curry, the maned, nimble-witted host of *The MTV Top 20 Video Countdown*, has about 11 years of computer hobbying behind him, an interest that began when he was growing up in Amsterdam. "My dad brought home a Sinclair Z-80 computer with 1K of memory. I worked part-time in one of the first electronics shops to sell the Commodore VIC-20, and I became an expert at selling it. Also, a friend and I built modems from scratch to communicate with each other—300-baud acoustic—but they worked!"

Upon relocating to New York in November 1987 to work for MTV, Curry says, "I decided I was going to be a Mac man. I bought a Macintosh Plus with modem, hard drive, the works. Subscriptions to Compu-



Just another RockNet groupie: Curry

Serve and almost every online service followed." Since then he's acquired a laptop computer and a Mac II, on which he conducts his online activities.

"CompuServe is extremely valuable to me, both professionally and for private use," says Curry. "I log on every day to read mail, get messages and read threads from the

RockNet and Broadcast Professional Forums (GO ROCKNET, GO BPF), and to check for new files and messages in Macintosh and IBM Communications Forums (GO MACCOMM, GO IBMCOM). I always download the latest in cool INITs and DAs from Zmac (GO ZMAC)."

The long-limbed VJ has even discovered shopping in The Electronic Mall (GO MALL). "I order my Levi button-fly 501s online from Americana Clothing. It's really tough to buy 33-inch waist by 36-inch inseam jeans off the rack!"

Given his position in the music business, Curry seems a natural addition to RockNet, if not always an appreciated one: He has caught flak from forum members about such things as the video channel's social responsibility (see MORMTV.TXT, "Rock Letters," in RockNet's Library 6).

Curry remains a gracious liaison. "People can always drop me a note in the forum. There have been some heated discussions about MTV, but that is actually very helpful. I don't like to go out much or be in public places, so CompuServe acts as a perfect feedback pipeline. It's extremely important to be in touch with one's audience."

—Michele Kinnamon

The Showbiz Forum's Big Premiere

Da-da-da-da-da... "Entertainment Tonight's" theme song has no words, and the program itself won't let you talk back to Mary Hart to tell her what *you* think of *Police Academy 12: Assignment Antarctica*. The new Showbiz Forum (GO SHOWBIZ) does.

Hart isn't actually online, but you can tell fellow forum members your thoughts on current entertainment fare from the stereo, stage, and big and small screens. What were *your* Top Ten films of the year? What happened on the "thirtysomething" you missed? Which video should you rent? The forum has message sections for discussions of motion pictures, TV, music, soap operas, theater, the regular and "infotainment" media, television and film production, and more.

The forum libraries hold files specific to the entertainment topic:

Hollywood Hotline. HLSAMP provides an example of the kinds of information contained in Hollywood Hotline, the Showbiz

Forum's companion entertainment news database. Library 1, "General Information."

Future film releases from major Hollywood studios. DIS.NEW is a list of films scheduled for 1991 release from the various "labels" of Disney through the middle of May. Library 2, "Motion Pictures."

Write to TV execs. NETADD lists the addresses and chief executives of the broadcast and cable TV networks. Library 3, "Television."

Star interviews. HOGAN.INT, for example, is a talk with Australian actor Paul Hogan. Library 5, "Celebrities."

Video releases. Regular file uploads include lists of VHS film titles and release dates. Library 7, "Rent a Movie."

Soap operas. Several files beginning with the prefix PLOT are installments of a wacky soap opera plot concocted by Assistant Sysop Louis Epstein and Toni Whitfield. Li-

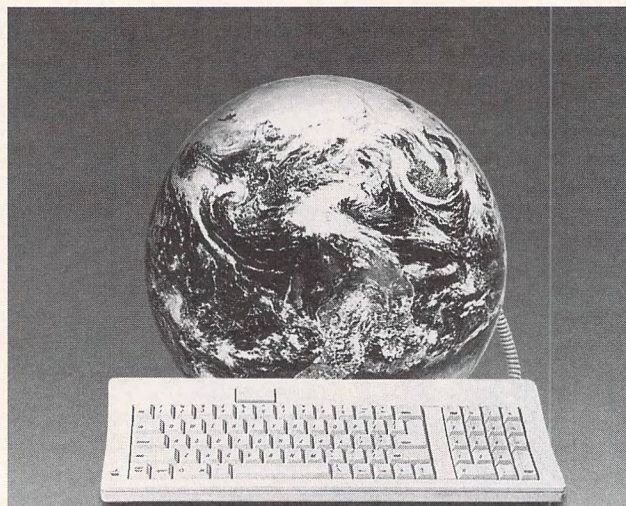
brary 9, "Soap Operas."

Current Broadway productions. BWAY.-RUN lists the 20 longest-running shows in the White Way's history. Library 11, "Theater/Stage."

B movie reviews. Drive-in theater aficionado Joe Bob Briggs uploads the text of his column "Joe Bob Briggs' America," featuring reviews of B movies and his reflections on modern life. See examples AMERIC.028, DRIVE.215. Library 13, "Fun and Humor."

Catalog your library. VIDEO.ZIP is a home video library cataloging program. Library 14, "Showbiz Collecting."

GIF images of favorite celebrities. MOS004.GIF is the poster from "The Terminator," COVER1.GIF depicts six magazine covers Marilyn Monroe appeared on, and various still photos from current films are available. Library 17, "GIF Photos."



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by Susan Katz

Gentlemen, Start Your Updates

► The Motor Sports Forum's racing coverage fills reportage potholes.

"Sunday driver" used to be somebody wrapped in a shawl and a Cadillac that you didn't want to end up behind on a rolling country two-lane. With the appearance of stock-car racing as Big Sport (witness the attention of *Days of Thunder*), the smart Sunday drivers are now encased in thick jumpsuits and heavily stickered cars laying down rubber at three or four times the speed limit on a circular track. Try to stay in front of that.

Now fully emerged from the realm of Southern moonshine legend, NASCAR (National Association of Stock Car Auto Racing) draws more fans per event than professional football and baseball combined (a significant portion of them women) and the same kind of money: name advertising has pushed NASCAR's total season purse into the tens of millions. With that kind of hoopla, Michael Hollander, chief sysop of the Motor Sports Forum, wonders why racing results and reports from NASCAR and racing's other major leagues are often confined to back-page, tiny-type status. "If you're a baseball or football fan, you can just turn on the TV. If you're a racing fan, you lose."

Hollander's efforts in the Motor Sports Forum (GO RACING) and his Racing Information System (RIS) are meant to tune up the sputtering press coverage, and even provide members with one of the main attractions of Pit Row's carnival atmosphere: kibitzing with the drivers and crews. In the forum, you can hobnob with racing champs Chip Robinson, Geoff Brabham and others; pick up particulars about that specially equipped Mustang you've just heard about; or talk with reps from B.F. Goodrich, Alfa-Romeo, Kawasaki and more. And when there's a race, from the Indianapolis 500 on down, your seat in front of the Motor Sports Forum is a close second to being right there in the pit, as RIS reporters log in results direct from the racetrack.

A motor sports stringer for The Associated Press, Hollander has been a motor sports journalist for 17 years. The crew of assistant sysops, editors and participants gathered here reads like a Who's Who of motor sports media, including AP's Mike

Ed Hinton from *The National*; *USA Today*'s Jerry Bonkowski; and Paul Page, television voice of the Indy 500.

This electronic garage has become a sort of wire service for motor sports, well-known and counted on among motor sports writers and fans, as 50 RIS reporters now provide online coverage from most major car and motorcycle races around the world. With

every 20 laps," he says, "as we cannot receive ESPN here."

A Dutch journalist found out about Verburg's RIS connection and began calling Sunday nights so the results could be included in the Monday paper.

Steve Parker, co-host of Mutual Broadcasting System's weekly radio show, *America on the Road*, relies on RIS racing coverage for

his show. "If it's a race like Indy," he says, "I'll watch it on TV, then I'll log on and get the behind-the-scenes story. And because the forum has somebody on the scene, if you have a question about something that just happened, you can ask. It's interactive. You'll always hear about it first on the Motor Sports Forum."

Parker uses the forum for newsbites on his radio show that he might otherwise be unable to get. "We always open our hour show with 10 minutes of news from the industry, and invariably we'll use some information from RIS."

The last weekend of May is the forum's biggest coverage week of the year. RIS reporters will be trackside at the Indianapolis 500; the World 600 NASCAR Winston Cup race in Charlotte, N.C.; the Camel GT race at Lime Rock, Conn.; the American Motorcyclist Association's Camel Pro race at Springfield, Ill.; an international motorcycle road race at Hockenheim, Germany; and the World

Sports Car Championship at Le Castellet, France.

If you're looking for quick race results, you can turn to Message Section 15, "The Front Page," which contains only the top finishes from professional racing.

"We're the official electronic news service for the American Motorcyclist Association—the AMA posts all its information online," says Hollander. "And we're the official electronic link for the Sports Car Club of America."

In addition, Sony is working with the Motor Sports Forum to provide instantaneous digitized photos from trackside via its ProMavica cameras. Alex Gruzen is the Sony rep working on that project.

Big-time players and others participate in the forum's conferences held Thursdays at 9:30 p.m. ET for cars, and Wednesdays at 9:30 p.m. ET for motorcycles. Hollander



their laptops, they log on from LeMans, Watkins Glen, Lime Rock, and almost all other Indy, NASCAR and IMSA races, as well as the Camel Pro series and Supercross motorcycle races—posting instantaneous results every 10 laps.

Dick Verburg, a software company director from the Netherlands, covers European and other races for RIS and tells how he got involved with the Motor Sports Forum. "I am and always was auto-sports crazy. Most Indy car races take place Sunday nights and therefore don't make it to the Monday editions of the European newspapers. I found RIS on CompuServe, and now I can follow Indy car races at home and have the results much earlier."

Verburg, a friend of last year's Indy 500 winner Arie Luyendijk, also used CompuServe to inform Luyendijk's parents in the Netherlands of the race results, "sometimes

remembers a conference the Thursday night before the last IMSA race of the 1989 season, in which Geoff Brabham and Chip Robinson were locked in a battle for the championship. As Motor Sports Forum members gathered online for their weekly conference, both Brabham and Robinson logged on to say hello and break the tension.

The forum, however, is by no means limited to professionals, nor is it a hangout solely for guys. "We welcome beginners," says Hollander. And several of the reporters are female, including Pamela Stockham, who covered the Meadowlands for RIS; and Eileen Waters Van Hatten, who covers United States Auto Club races—midgets, sprint car racing, oval track and dirt track racing.

During the off-season of December and January, forum members play computerized *OneLap Challenge*, in which you see how fast you can make laps around the tracks—real tracks such as Riverside, Laguna Seca, Lime Rock and Watkins Glen, as well as a generic

oval track and a drag-racing track. "All are written," notes Hollander, "by one of our assistant sysops, Paul Dewey," and found in Library 13, "OneLap Challenge."

The forum includes all motorized sports, so in addition to car and motorcycle racing, you'll also find go-carters and motorboat racers.

The Motor Sports Forum is also the home of sports stories in the making. When Derrike Cope, the 1990 Daytona 500 winner, wanted to "get a ride" in the Daytona SunBank 24-hour endurance, an IMSA race he'd never participated in, his crew chief Steve Peterson posted a message on the forum. Within 24 hours, Cope had chosen from among three good offers of cars and sponsors, and was lined up to go, complete with a helmet boasting the RIS logo. "Through the magic of CompuServe," says Hollander, with a smile.

Susan Katz writes magazine articles and scripts in Los Angeles.

PERSONAL BUSINESS

A Lap Through the Libraries

While much of the Motor Sports Forum's information value lies in the Racing Information Service's constant updates in its message sections, the forum's libraries are a storehouse of past race results and other topical files of interest to motoring enthusiasts:

A Comprehensive schedule of 1991's events for major racing associations is listed in RACE91.SKD in Library 1, "Racing News/Notes." Regular Library 1 uploads also include schedules of cable network coverage and monthly compilations of the corresponding message section's top postings (file names are in the APR.91 month/year format).

Major racing associations such as NASCAR, CART and SCCA plus Rally and motorcycle racing are covered in Libraries 2 through 12. Each library holds information covering that racing type, including GIF track maps, racing team profiles, and archived race summaries and standings listing agate and season points.

GIF files with digitized images created by Sony's ProMavica Still Video Camera system are in Library 4, "CART/PPG-Indy/ARS," files SONY1.GIF, SONY2.GIF and SONY3.GIF. SONY.TXT provides an explanation of how the images get from the electronic cameras to CompuServe.

OneLap Challenge, forum members' off-season computer pastime, keeps versions of its BASIC game programs for various Apple and DOS systems in Library 13 "OLC/The Soapbox." For an introduction, read files OLC91.RUL, OLC91.SKD and OLC91.FRM.

Motorcycle topics. Files of interest to bike devotees are in Library 14, "Motorcycle Topics," including a series on safety from the Motorcycle Safety Foundation (MSFNF.001-003) and one from Bell Helmets (BELL.TXT). File MOTO contains a lengthy list of motorcycle dealers and parts suppliers in the United States.

Motoring. In Library 16, "Motoring Topics," Steve Parker of the *America on the Road* radio program posts the text of his 90-second Road Tests (91AOTR.TST) and updates of the national list of stations carrying his show (AORUSA). Uploads of the online magazine *Z*Net Mechanics* (files with prefix MECH) and a long list of road tests from Sports Car International can also be found here.

The Motor Sports Forum also holds regular conferences on selected topics and for groups such as the Sports Car Club of America, as well as special conferences related to specific racing events. See the forum's announcements for details.

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'No Nukes!' They Cry

► Cooks Online would rather stir it up than 'zap' frostbitten cartons.

It's the death of the family. Of poetry and art and sacred tradition. Of civilization as we know it. It's microwave food in a box.

Nobody sounded the death knell when Chef Boy-ar-dee put his pasta into little cans and Whitman stuck ready-made chocolates in a sampler. No one mourned the passing of the backyard well or the warm family ritual of making dinner at the fireplace. The trend spotters have spoken, though, and they say we're in the midst of a full-blown Movement—away from eating as a family, cooking for tradition's sake or making anything from scratch except hives.

The folks in the Cooks Online Forum (GO COOKS) don't listen to such claptrap; they're too busy mixing up a trend themselves: Power Cooking. An estimated 7.2 million households in America alone have a Power Gourmet, "reliable sources" say. Define that as someone who invites you to an authentic 10-course Basque dinner or raises her own Ukrainian sugar beets for the perfect borsch or knows 42 recipes for Moo Goo Gai Pan. CompuServe Power Gourmets like to talk food.

"Cooking can be therapy, a hobby, a challenge, an education, a frustration, but mostly it's just plain fun," says Chris Mitchell, a Carson City, Nev., assistant sysop and part-time chili cookoff contestant. "Throughout time, good food has been a feast for all the senses—smell, taste, sight, feel and even hearing it sizzle, bubble or explode!"

"Cooking is a way of showing someone you care about them," adds Nanette Blanchard of Durango, Colo. "It's a way of learning about our past. I love to make my grandmother's recipes and think about what life was like for her. Cooking is one of the easiest ways to learn about a foreign country and its people. Cooking is a way to take control of your health and take charge of exactly what nutrients are going into your body."

"Cooking is part of the continuity of life," says Susan Stephenson of Hollywood. "I learned a yeast cake recipe from my grandmother that she could remember her grandmother making, and my grandmother was born in 1896. Cooking satisfies our curiosity; it's science on the hoof! Why does bread rise? Why does gravy thicken? Cooking is adventurous—don't you absolutely *pity* those folks who are afraid to do anything in the kitchen without a recipe?"

"Cooking allows me to change the pace of my day, to get back to basics," says Californian Sheldon Belinkoff. "My job keeps me tied to my computer all day long, and I spend many hours of every day on the telephone. My house is full of today's technology: TVs, stereo equipment, microwave oven, answering machines and telephones, telephones, telephones. Cooking takes me away from all that, to a less stressful environment."

Specifically it takes him to fond memories of sitting around Grandma Bessie's table, eating her famous Lukshen Kugel with parents, aunts, uncles and cousins. It takes outdoor writer Earl Shelsby of Baltimore, Md. into the fields and woods in search of bear, deer and fish. It takes Mary Hochberg of Eugene, Ore., into the kitchen with her own preschool

Baking, and Breaking, Bread

Homebodies aren't the only ones who hang out on the Cooks Online Forum. Several professional chefs, bakers, caterers and restaurant owners hang their aprons here, sharing their expertise in everything from sauces to serving sizes.

Professional baker Gerard Jones owns the Savoy French Bakery in Brookline, a suburb of Boston. Although he claims his refrigerator at home holds nothing more than parrot food, he willingly lends his expertise to forum members.

"I like to help people," he explains. "There's so much misinformation in cookbooks when it comes to baking. With baking you either do it right or it flops; with cooking you can adjust sauces by adding more roux to thicken them or liquid to thin them. I feel that cooking is an art, but baking is a science."

Jones draws upon his years of training and experience at French *pâtisseries* and restaurants to answer queries on any aspect of baking, right down to selecting the right kind of rye flour. He's also putting together a cooking video—"live, with no editing"—and no prettified substitutes for whatever the chef has whipped up.

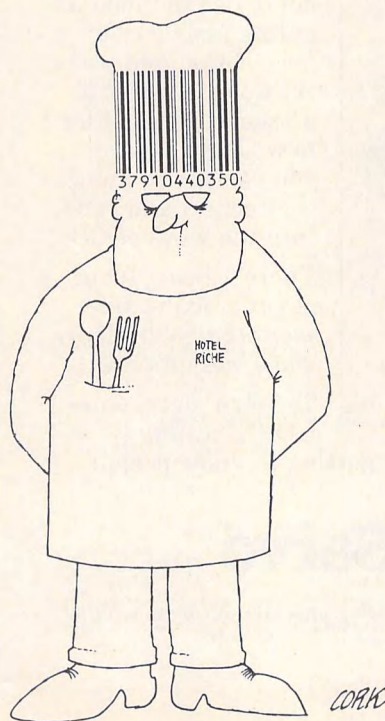
His claim to fame, Jones says, is inventing the ham and cheese croissant, "almost as good as finding a cure for cancer to some cooks." If Boston is too far to stop by for an exquisitely flaky croissant handmade by a pro, maybe you ought to drop in at the Cooks Online Forum and learn how to make your own.

daughters, learning honored concepts like sharing, nurturing and contributing to the family.

As evidence of what Nanette Blanchard calls their "lust for the forum's information," the library files are bulging with data on purchasing mortars and pestles, skinning rabbits, hand-grinding grain, getting a daily quota of beta carotene and, of course, cooking. Hundreds and hundreds of recipes are on file, classified by ethnic group, food group or chocolate group, and dozens of new ones are uploaded daily.

Forum members often venture outside Cooks Online for culinary counsel: They browse the aisles of the Good Earth Forum (GO GOODEARTH) in search of gardening tips or heirloom seeds. They ask people on the Foreign Language Forum (GO FLEFO) or IBM European Users Forum (GO IBMEUR) for information on ethnic recipes and food preparation techniques. They check into the Wine Forum (GO WINEFORUM) for advice on using—or making—wine, beer and liqueurs. They shop The Electronic Mall (GO MALL) for gourmet foods and spices. They search the Literary Forum (GO LITFORUM) for clues about recreating foods from famous novels without benefit of recipe. They follow the career of the first chocolate researcher/cosmonaut trainee, Briton Helen Sharman, from a safe vantage point in the Space Forum (GO SPACEFORUM).

Mostly though, forum members pull up a chair and talk about life's pleasures over a



warm mug of herb tea, a frosty home-brew or a hot oatmeal scone. They never run out of room at the table either.

"I always feel like I've been invited to supper," says John Patterson of Lampasas, Texas, "or invited in for a cup of coffee and conversation. There is a genuine warmth among members; it's like we're one big family, sitting around the kitchen table having a good time, supporting one another and learning

something about each other as we do. To say that Cooks Online is a forum of recipes and techniques would be leaving out one of the things that makes this forum stand out in my mind from many others: soul."

Maura J. Mackowski is a free-lance science writer and amateur (dark) chocolate researcher based in St. Louis. Her User ID is 76004,2243.

PERSONAL BUSINESS

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Browsing the Electronic Cookbook

Even eating three good meals a day, it would take you years to work your way through the recipes in the Cooks Online Forum libraries. Depending on whether your tastes run to Oriental, Eastern European, Tex-Mex or Lo-Cal, you are guaranteed great eating pleasure, or double your calories back. Here's the catch of the day in the libraries—author's choice—and no tipping required:

General/System Help, Library 1.

COOKS.ARC has an exhaustive listing of what's in each library, 1 through 17.

New Uploads, Library 2.

The latest kitchen celebrity, or Cook of the Month, is always found here. Look for the files named for a forum regular with the extension COM. Members who have demonstrated solid gourmet potential are nominated by their peers for a month's free online time and in return share their favorite recipes. In MAILOR.TXT, dedicated sysop Chris Mitchell has collected leads on purchasing the unusual but necessary condiments and implements of culinary destruction.

Desserts and Sweets, Library 5

The recipe for the first Philly Cream Cheese Cake ever made, PHILLY.TXT, has been uploaded by sysop Jenee Burns, who has a collection of no fewer than 150 cheese cake species. Also, not one, but *two* Death by Chocolate Cake "recipes of the gods" await you as DEACHO.TXT and DEATH.TXT.

Ethnic Recipes, Library 7.

This is everybody's favorite (after the Dessert Library) for just plain browsing. Recipes for Spanish rabbit, Lithuanian lamb, Hungarian cookies, Irish soda bread are there, along with hot food from Mexico, the Orient and Africa.

Outdoor Cooking, Library 8.

Earl Shelsby has stocked this with recipes for everything wild, including bear, venison, diving fowl and other critters.

Breads, Library 9.

Here you'll find many recipes on breadmaking for the nervous baker or those with white thumbs.

Microwave Cooking, Library 10.

Give up? Before you surrender and go back to nuking a TV dinner, try a recipe from here.

Dining Out, Library 13.

If you're traveling to another city, see how forum members, eaters all, rate the restaurants in your destination.

Nutrition, Library 14.

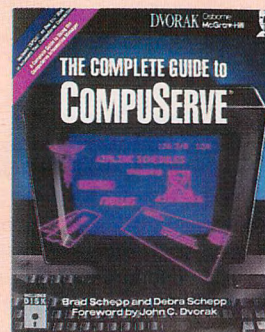
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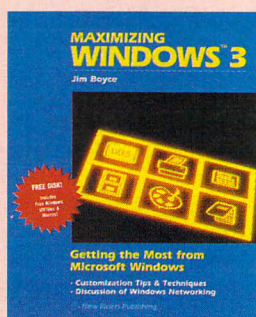
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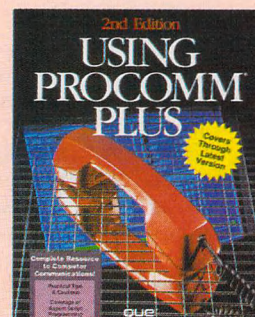
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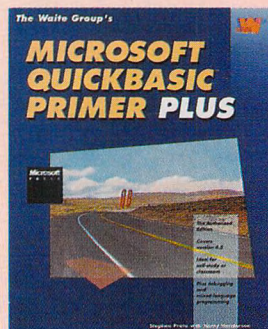
Maximizing Windows 3

Covers all aspects of managing the Windows interface, from installation to customization. With macros and utilities on disk. By Jim Boyce. *New Riders/Que*. \$39.95



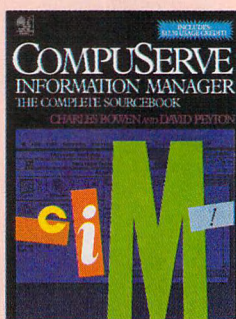
Using PROCOMM PLUS, 2nd Ed.

Learn to install and use this communications software, using quick tips and a complete command reference to the Aspect Script programming language. By Walter R. Bruce. *Que*. \$24.95



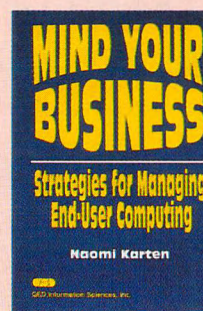
Microsoft QuickBASIC Primer Plus

The Waite Group's introduction to this programming environment, with explanations of language elements, examples, advice and more. By Stephen Prata & Harry Henderson. *Microsoft*. \$24.95



CompuServe Information Manager

This complete sourcebook shows you how to access information faster and easier with CIM, how to customize CIM, and more. By Charles Bowen & David Peyton. *Bantam*. \$22.95



Mind Your Business

Get strategies for improving support services that help employees address their business needs with end-user computing solutions. By Naomi Karten. *QED*. \$24.95

Books are also available at Waldensoftware stores. Check the Yellow Pages for the store nearest you.

WaldenCOMPUTERbooks

Following are summaries of hardware and software reviews available for reading this month in *Online Today*. To read the complete reviews, type GO OLT-200 at any CompuServe Information Service prompt.

For additional *CompuServe Magazine/Online Today* reviews published during the past two years and illustrations of reviewed products, refer to the key word-searchable buyer's guides in Libraries 5 and 6 of the OLT Forum (GO OLTFORUM). Use Section 5 of the OLT Forum message board for discussion and questions of the reviews and related products.

Hardware

Double Hard Disk Capacity

Stacker from Stac Electronics is a hardware and software combination that can increase hard disk capacity up to 100 percent. It works by intercepting and compressing data as it is sent to the hard drive and decompressing the data as it is read by the computer. A software-only version is also available. Reviewer Hardin Brothers reports that he had a few problems with

Stacker, but that any problems were more than offset by the extra 95MB of room that the product created on his 160MB drive. GO OLT-5295

Software

Communications for Everyone

Mirror III from Softklone is a full-featured communications program for IBM computers, featuring separate user interfaces for novices and power users, automatic log-on scripts for CompuServe and other services, a full programming language and several levels of password security. Reviewer Franklyn Jones says the program is easy to set up and run, and that it should suit a wide range of users. GO OLT-5305

Managing Business Contacts

ACT! 2.0 from Contact Management Software is a major upgrade to a leading product for IBM-compatible computers. Reviewer William J. Lynott says ACT! was one of the first entries in this software category and is still one of the best. The program features user-defined pull-down menus, 57

fields of information per contact, an auto-dialer, and several ways to search for and view information. GO OLT-5310

Shareware Windows Shell

Aporia 1.4, a shareware program from NewTools Inc., is a replacement desktop for Microsoft's Windows 2.1 and 3.0. It creates icons for tools or utilities, applications, desktops (or collections of other icons) and files. Reviewer Christy Brothers found that the program makes a good substitute for Windows' Presentation Manager. However, she warns that it tends to create a mildly chaotic screen, and unless you create your own icons, the program forces you to read icon labels to find the files and applications you want. GO OLT-5315

Word Processing for the Mac

WordPerfect 2.0 for Apple Macintosh computers is both a full-featured word processor and a page-layout program. Reviewer Anthony Watkins says this new version of WordPerfect has almost all the features of other top word processors and can do almost anything except calculations. He objected to its lackluster file conversion capabilities, but otherwise praised the program. GO OLT-5320

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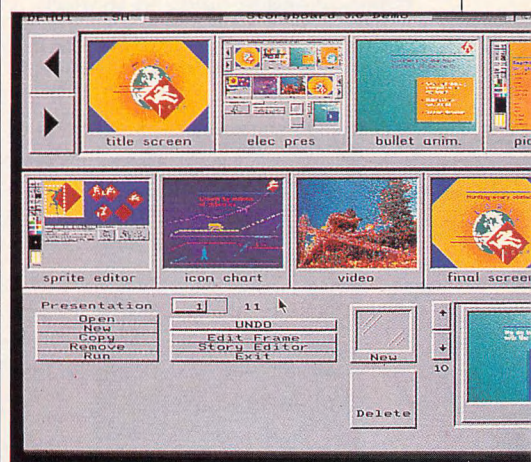
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Professional Computer Presentations

Computer-generated presentations have come a long way since the days when a few bar charts and bulleted lists flashed on the screen. StoryBoard Live! from IBM is an editor and playback system that can blend graphics, text, animation, sound and full-motion video into professional-quality presentation. Reviewer Christy Brothers says the manual and tutorial are clear, but you will have to invest some time learning the system before you can create a complex presentation. However, she says the results will be worth the work, and you can distribute the playback system and presentation as you wish. GO OLT-5335

Small-Business Accounting

AXS Accounting, release 2, from Computer Trends Inc. is a small-business accounting system with new inventory and payroll modules. Reviewer William J. Lynott says the new modules, improved user interface, integration of all modules into a single program, and reduced price make this release one of the best values available for small businesses. *GO OLT-5360*

Snooping Around the Computer

Windows Sleuth and System Sleuth Pro from Dariana Technology Group Inc. help users understand what is happening inside their IBM computers. The first product runs under both Microsoft Windows 3.0 and any version of DOS; the latter is for DOS only. Both report such things as memory usage, I/O conflicts and system configuration. Reviewer Hardin Brothers found both programs useful, but says several apparent flaws in each made him less than confident in the information that the programs display. *GO OLT-5325*

Database Manager for Windows

Superbase 2, version 1.2, is a database manager that runs in the Microsoft Windows

environment. It features easy-to-use forms definitions and data entry, a unique set of browsing tools and can link data with other Windows programs. Reviewer Harry Green found the program particularly easy to use. He says Superbase 2 is an excellent program for those who do not need a command language or other advanced features of some top database managers. *GO OLT-5330*

Improved Windows Drawing Program

Corel Draw! 2.0 from Corel Systems Corp. is, according to reviewer William J. Lynott, the premier drawing program for the Microsoft Windows environment. Lynott says improvements in the new release have made a great program "awesome." He was particularly impressed by the program's ability to bend, stretch and move text, and its shading and scaling functions. *GO OLT-5340*

Plan Your Report Electronically

ThoughtLine from Xpercom is a unique program that helps the user plan a speech, report or article. It asks a series of questions that change every time the program is run to force the user to focus on a topic and examine it from new angles. It then produces an informal outline that can be the basis of the

finished report or speech. Reviewer Hardin Brothers found ThoughtLine unique, valuable and easy to use. *GO OLT-5345*

Macintosh Grammar Checker

RightWriter for Apple Macintosh computers (an IBM PC version is also available) checks the grammar, spelling, punctuation and style of documents that you write. It can be set to correct several different styles of writing and can identify many common errors. Reviewer Franklyn Jones found the program surprisingly thorough and easy to use. He said it won't teach you how to write, but it certainly will teach you how to write better. *GO OLT-5350*

Folders for the Windows Desktop

HDC Computer Corp.'s Windows Express is a replacement for the Microsoft Windows 3.0 program manager. It arranges the desktop into a series of nested file folders that can contain both applications and data files. Reviewer Christy Brothers says the program's use of passwords and other security features make it ideal for corporate and network use. She also found that its file folder display simplified many Windows tasks for individual users. *GO OLT-5355*

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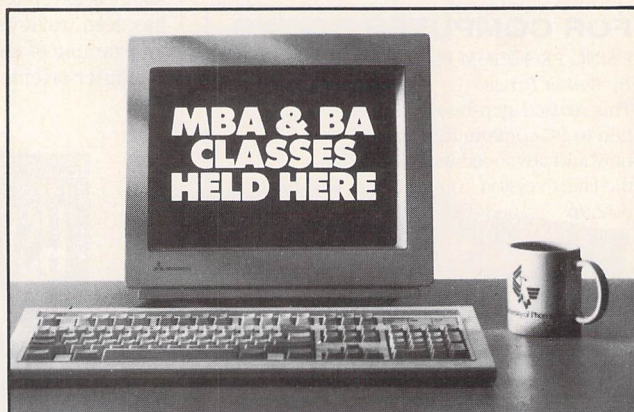
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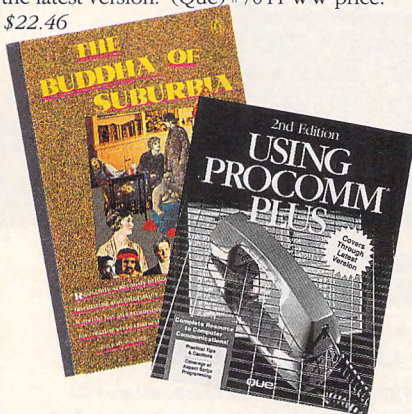
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FOR COMPUTER BOOKS

USING PROCOMM PLUS, 2ND EDITION
by Walter Bruce

This revised step-by-step introduction to PC communications is a must for new and advanced users. It covers the latest version. (Que) #7044 WW price: \$22.46



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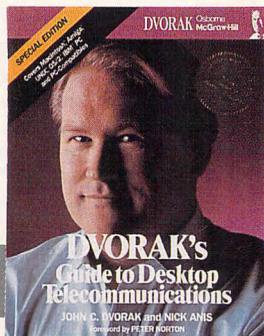
by Hanif Kureishi

From the creator of the film *My Beautiful Laundrette* comes this "wickedly funny... comedy of manners and scathing satire on race relations in Britain" (*New York Times*). (Penguin) #168X WW price: \$8.06

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Book Reviews

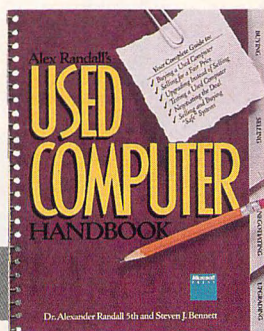
Following are summaries of book reviews available for reading this month in *Online Today*. To read the complete reviews, type GO OLT-240 at any CompuServe Information Service prompt.



Dvorak's Guide to Desktop Telecommunications

By John C. Dvorak and Nick Anis
Osborne/McGraw-Hill, 1990
778 pages, \$34.95 (softcover)

Noting that this is as definitive a text about desktop telecommunications that he has seen, reviewer James Moran says it is an example of the best that is available in computer-oriented books. GO OLT-5210



Alex Randall's Used Computer Handbook

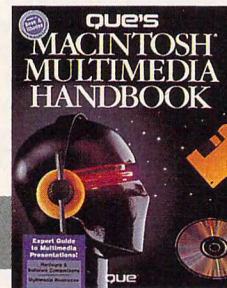
By Dr. Alexander Randall V
and Steven J. Bennett
Microsoft Press, 1990
240 pages, \$14.95 (softcover)

In a book that is an interesting mix of advice and anecdotes, used-computer guru Alex Randall tells everything he knows about the second-hand computer business. The text offers those looking for used computers a set of guerrilla tactics for acquiring the right equipment at the right price, says reviewer John Edwards. GO OLT-5230

Dr. File Finder's Guide to Shareware

By Mike Callahan and Nick Anis
Osborne/McGraw-Hill, 1990
1,019 pages, \$39.95 (softcover)

Calling this an extraordinary and remarkable book, reviewer Franklyn Jones says you'll discover not only sources for shareware programs but also reviews of the best of the bunch. GO OLT-5220



Que's Macintosh Multimedia Handbook

By Tony Bove and Cheryl Rhodes
Que Corp., 1990
434 pages, \$22.95 (softcover)

Describing this "handbook" as more of a "workbook," reviewer Anthony Watkins praises it for its depth of coverage and effective instruction in using the Macintosh to create effective media projects. GO OLT-5240

PC Magazine DOS Power Tools: Techniques, Tricks and Utilities (Second Edition)

By Paul Somerson
Bantam Computer Books, 1990
1,272 pages, \$49.95 (softcover)

This updated edition has been streamlined and includes technical discussions that are clear and easy to understand. Reviewer James Moran says this book is one way to master the techniques, tricks and utilities needed to become a power user. GO OLT-5250

The Sim City Planning Commission Handbook

By Johnny L. Wilson
Osborne/McGraw-Hill, 1990
193 pages, \$14.95 (softcover)

As the companion text that augments Maxis Software's *Sim City Simulator*'s decidedly slim documentation, this book offers not only a basic tutorial, but also an exploration of the game's advanced aspects. Reviewer John Edwards recommends it for those who want to try their hand at playing master builders. GO OLT-5260

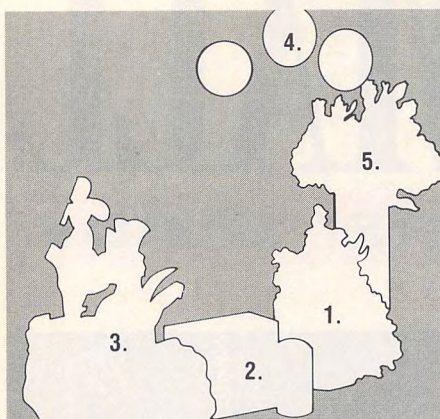
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SHOPPERS' GUIDE





Remember Mama on May 12.

Featured here is an array of gift suggestions for Mother's Day.

1. Carousel Horse Bouquet.

Crafted from white porcelain and hand-painted. Brass plate is tarnish- and rust-resistant. Features an elegant bouquet of soft purple and pink roses, carnations and chrysanthemums. Carousel horse is 4 1/2 inches high, 6 inches long and 1 3/4 inches wide.

From Walter Knoll Florist. GO WK
\$44.50.

2. Honey Lover's Delight. Honey Box and Lease.

A 1-pound jar of natural raspberry blossom honey with a hand-colored label, packed in a hand-crafted wooden box. Plus a personalized Honey Hive Lease for an additional flavor or your choice from a future harvest. Select raspberry, blueberry, thyme or cranberry-bog. Request a **free** catalog online, too.

From Rent Mother Nature. GO RM
\$29.95. Includes delivery within the continental US.

3. Paphiopedilum Orchid.

Lady-slipper orchid. The longest lasting of all flowers, up to three months! Comes in a 4-inch pot. Regular house temperature recommended. Does not require much light.

From The Orchid Source. GO OC
\$35. Includes air delivery.

4. Suncatchers.

Set of five colorful glass medallions designed to hang in a sunny window. Each bears a pattern taken from an object in the Museum's collection. Recycled glass about 3 1/2 inches in diameter. Request a **free** catalog online, too.

From Museum of Fine Arts, Boston. GO FA
\$25.

Member price: \$22.50.

5. One dozen long distance roses.

One dozen of the finest roses in the world carefully packed in a special styrofoam shipping box. Gift box includes accent flowers such as baby's breath, heather or seafoam. Delivered overnight by Federal Express Priority One. Select red, pink, yellow or a mixture of red and pink.

From The Flower Stop. GO FS
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Welcome Kevin Coakley

The Mall Welcomes Kevin Brandon Coakley.

Congratulations to David and Katherine Coakley, the proud new parents of Kevin Brandon Coakley, the first baby born to a CompuServe member in 1991. Kevin was born at 6:54 a.m. on New Year's Day in Chantilly, Virginia. As the winners in The Mall's First Baby Contest, the Coakleys were showered with gifts from Electronic Mall merchants.

Baby's Create-a-Book.

A personalized baby book for the new mother. Incorporates birth date, length, weight, hospital, visitors and more. Offered in several unique versions, including standard, adopted, single mother, Christian, French and Spanish. From Create-a-Book. GO CK
\$14.95.

Shop The Mall Connect-Free Every Day.

Standard CompuServe connect-time fees have been dropped at The Electronic Mall®. Now you can browse any of more than 100 stores, including Shoppers Advantage Club, at your leisure without paying standard connect charges 365 days a year. (Applicable communications surcharges remain in effect.)

To keep abreast of what's happening at The Mall, GO MALL and select "Electronic Mall News." This weekly section, also connect-free, includes news on new stores, seasonal sales, connect rebates, contests and other Mall events.

Shop The Mall's Spring Gift Guide.

Looking for a gift for the May grad or the June bride and groom? Wondering what to get mom for Mother's Day or dad for Father's day? Consult the Mall's Spring Gift Guide for dozens of unique suggestions. Featured are gifts from Pepperidge Farm, The Chef's Catalog, JCPenney, Hammacher Schlemmer, Sounds and Video Online, WordsWorth Books, among others. To browse the guide, GO MALL.

Buick Spotlights the 1991 Roadmaster Estate Wagon.

Buick welcomes the return of a great name in its heritage — Roadmaster. Pictured above, the 1991 Roadmaster Estate Wagon is an aerodynamic, eight-passenger vehicle powered by a fuel-injected 5-liter V-8 engine delivering 170 horsepower. Complete specs, options and pricing online. Request a **free** color brochure, too. GO BU

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Go Mall, published monthly in *CompuServe Magazine*, is a shoppers guide for The Electronic Mall, a service of CompuServe Incorporated. For more information call 614/457-8600.



1991 Roadmaster Estate Wagon

Editors: Cindy Morgan and Pam Busch.
Art Director: Thom Misiak.
Design: Dorothy Hogan.

A. Barnes & Noble—America's #1 Book Sale Catalog—Opens Online.

Barnes & Noble, America's #1 book sale catalog, is now at your fingertips. Barnes & Noble online gives you access to the largest selection, at the lowest prices, with the fastest delivery, of a wide selection of leading publishers' overstocks, hard-to-find imports, exclusive reprints, CDs, cassettes, and videos. The savings you can expect? Up to 80%!

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Winston Churchill's 4-volume set of *A History of the English Speaking Peoples*. Published at \$99.95. B&N's sale price, **\$29.95**.

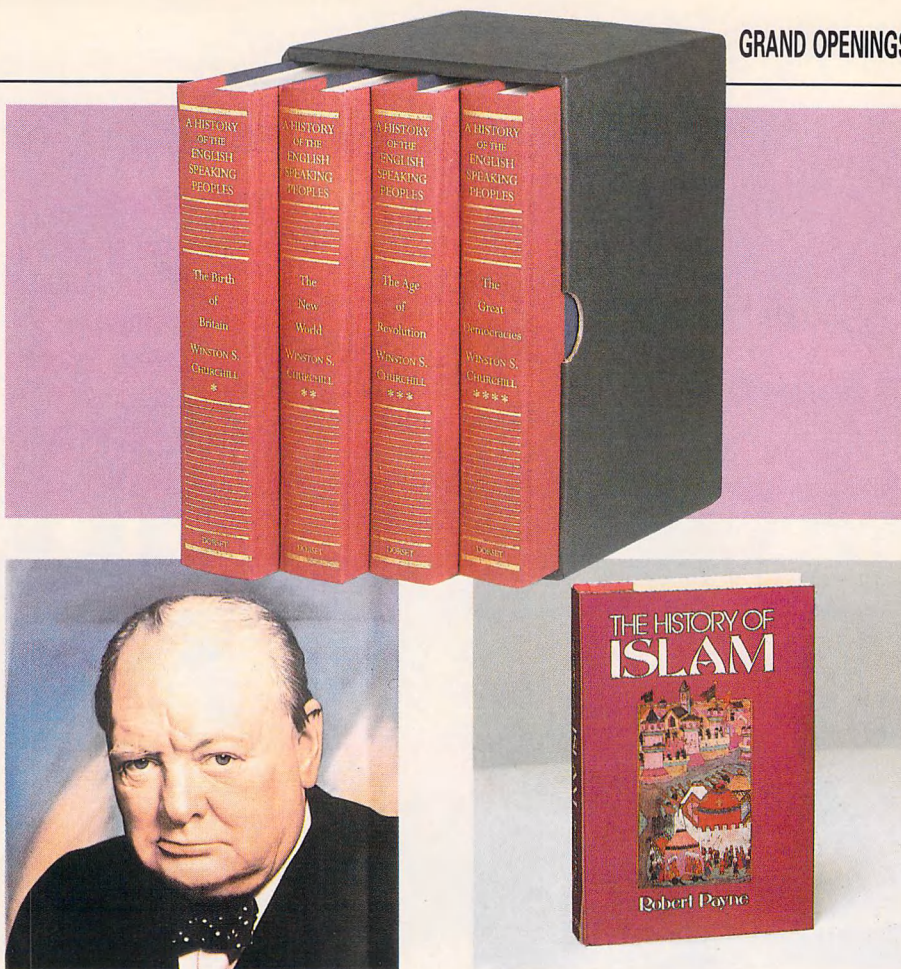
The History of Islam by Robert Payne. Published at \$19.95. B&N's sale price, **\$7.95**.

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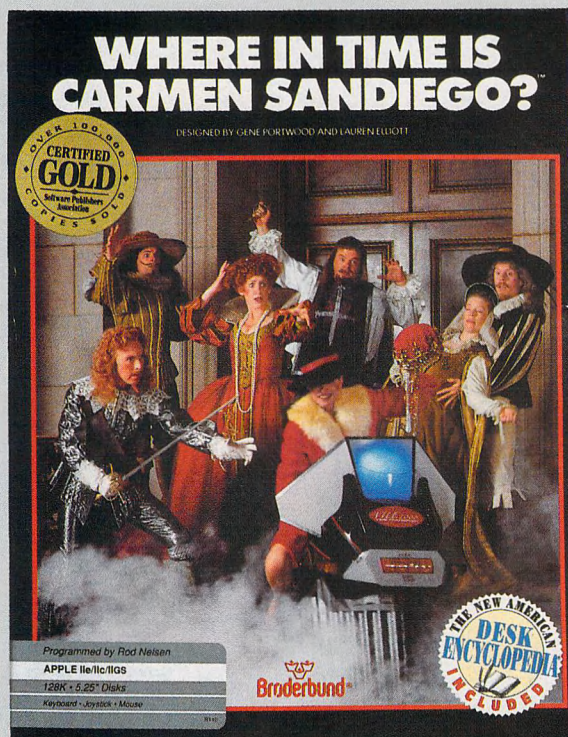
B. Broderbund Software Opens Online Shop.

Attention Broderbund fans! Now you can get the best Broderbund has to offer, just GO BB! From adventure to simulations, productivity to education, Broderbund has it all. Follow *Carmen Sandiego* on her adventures through time, across Europe, the US or around the world. Go back to the historic years of WWII and experience all the excitement and tension of deadly naval combat with *Wolf Pack*.

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A



B



A



B

A. PetWorks Offers Superior Products, Super Savings.

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B. Sharon Luggage and Gifts Features Gifts Galore.

Visit Sharon Luggage and Gifts for a unique array of adult gadgets and games, travel accessories, quality luggage, writing tools and whimsical gifts. The online branch of an established chain of North Carolina gift shops, Sharon Luggage and Gifts offers something suitable for every taste and budget.

For Father's Day gift giving, select a humorous Golfer's Hat or a Fisherman's Hat, only \$15 each. Or opt for a travel backgammon game (\$89.95), an ultrasonic distance estimator (\$35) or a Swiss Army Watch (\$95). If Dad's a frequent flyer, consider luggage from Hartmann® or a Dilana nappa leather passport case (\$55). Especially recommended is the Cross Burgundy Pen.

For travelers, Sharon Luggage and Gifts carries everything from travel clock radios to currency translators, from garment bags to luggage carts. Also featured online is a selection of high-tech gadgets such as Elecdex, an electronic Rolodex that holds up to 1,000 names, phone and fax numbers! For real bargains, check out the selection of gifts for \$25 and under, too.

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A. Mummy Raft.

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From The CD Club. GO CD

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From Shoppers Advantage Club. GO SAC List price: \$49.95.

Member's price: \$24.

D. Kenmore Gas Grill.

Sears' lowest price ever for a full-featured 47,000 BTU gas grill, now with a handy side burner. Features two internal 35,000 BTU gas burners for your main course plus a new, separate 12,000 BTU side burner that allows you to boil, sauté, fry, steam or warm a side dish while the main dish cooks.

From Sears. GO SEARS

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E. My First Computer Book.

By David Schiller and David Rosenbloom. Illustrated by Tedd Arnold. Now even the littlest hacker can learn how a computer really works. Narrated by the computer-literate Bialosky Bear, *My First Computer Book* comes with its own custom-designed My First Software (featuring Bialosky on disk for the first time!). Available for both IBM and Apple II.

From WordsWorth Books. GO WO

List price: \$16.95.

Discount price: \$15.26.

F. Beach Bum.

Holds everything you need for a day at the beach in one convenient, compact tote. Labeled pockets keep valuables and necessities protected from sand and water. Rolled towel fits into center of tote and Velcro® closure holds it snug. Poppy or royal.

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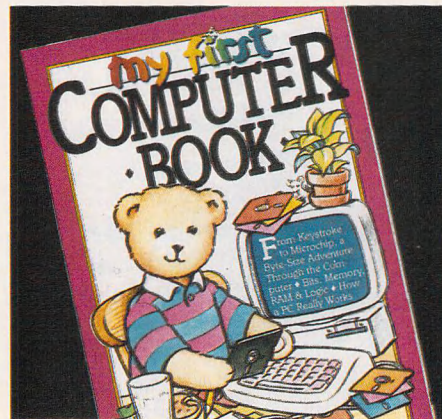
B



C



D



E



F



A



B

A. Split Leather Portfolio.

Just the thing for important documents. Long handle for easy carrying. Nylon zipper pocket on one side. Black or burgundy.

From JCPenney. GO JCP
\$85.

B. Brooks Brothers' Button-down Polo Shirt.

The shirt Brooks made famous back in 1900, now a true American classic. Button-down polo collar shirt of woven long staple Pima cotton oxford. Available in white, blue, green, yellow, pink or peach. Request a **free** catalog online, too.

From Brooks Brothers. GO BR
\$48.

Levi's 501 Jeans for Him and Her.

The original button fly, red-tab jean. One hundred percent cotton, preshrunk heavy-weight denim. Five pockets. Rivet construction. Waist size 28-42, inseam 30, 32, 34 and 36. For men, select from 501 prewashed indigo or black, \$26. Or 501 white, new age stonewashed or new age bleached, \$30. Women's jean available in sizes 3-13. Select new age stonewashed or white, \$33. Or opt for bleached, \$37.

From Americana Clothing. GO AC

C. Hibiscus Bath Basket.

Delight Mom with this pretty, dusty rose, split-rattan gift basket of exotic hibiscus bath accessories. Contains full-size bath and shower gel, talc, gift-boxed soap, six bath cubes, bubble bath, sachet and a loofa, all imported from Scotland.

From Breton Harbor Baskets. GO BH
\$45.

D. "Congratulations!" Gift Tin.

A 7-inch tall gift tin filled with lots of treats from Pepperidge Farm, topped off with balloons and a colorful banner proclaiming "Congratulations!" ("Happy Birthday!" and "Surprise!" banners also available.) Includes Pepperidge Farm® cookies, Goldfish® tiny crackers, fudgy "Boomer's Oogies"® chocolate drop cookies and Pecan Butter Ball cookies, all individually wrapped for freshness. Request a **free** catalog online, too.

From Pepperidge Farm. GO PF
\$19.50.

Type 99 after any merchant's GO command and zip to a list of their pictured products.

E. New Gourmet Mickey Waffler.

Imagine the fun of making wonderful waffles in the shape of the beloved Disney character, Mickey Mouse, in only 90 seconds! Superb quality, automatic temperature control and non-stick baking grids that make clean-up a breeze. 7 1/2-inch round iron makes a 6-inch waffle. Has indicator lights and stay-cool handles. Recipes. Made in the USA by Vitantonio. Gift boxed. Item number 1667.

From The Chef's Catalog. GO CC
Regular price: \$59.95.
Introductory special: \$49.99.



C



GO PF99

D



E

A. 1991 Nissan Stanza.

The 1991 Nissan® Stanza® is a fresh, contemporary family sedan and more. Sharing Nissan's commitment to proven performance, it features a 138-horsepower, multipoint, fuel-injected, 12-valve engine that puts you in touch with more horsepower than any other standard 4-cylinder in its class. Also features 4-wheel independent suspension and precise power rack-and-pinion steering. Read all the details about Nissan's current feature vehicle in Nissan's Electronic Showroom. Request a **free** color brochure, too.

From Nissan Motor Corporation. GO NI



B. Security Pacific Offers Extra Cash For Summertime.

Summer means family getaways, new hobbies and outdoor adventure. If you need extra cash to make this summer special, apply online today for Private Reserve, an unsecured, no-fee credit line up to \$20,000. At 6.9 percent above the bank prime, Private Reserve gives you one of the best rates available on unsecured loans. Plus there are no application fees, no prepayment penalties and no monthly fees. You enjoy convenient checkbook access. If you choose not to use the funds, you pay nothing. Apply online today. Financial security is at your fingertips. Security Pacific Private Reserve is a subsidiary of Security Pacific Co., one of the nation's largest bank holding companies, with assets of more than \$80 billion.

From Security Pacific. GO SEC



C. Free Solar Calculator with Membership.

Enroll in TRW Credentials service online and receive a **free** solar calculator. This sleek credit card size calculator looks just like your credentials membership card, and it never needs batteries.

Complete details on how you can protect your privileged credit status for only \$39 a year online.

From TRW Credentials. GO CRE



D. The Ford 1992 Crown Victoria.

A new standard of excellence for the full-size sedan. A striking example of Ford's commitment to quality and continuous improvement, this sleek 6-passenger, 4-door sedan carries unmistakable marks of Ford design leadership. Features a luxurious interior, sound ergonomics, superior room and comfort, and space for luggage unequaled in its class. And Crown Victoria's new 4.6-liter V-8 engine is more powerful and more fuel-efficient than ever. Read more details in the Feature Vehicle section of the Ford Electronic Showroom. Or request a **free** full-color catalog.

From Ford Division, Ford Motor Company. GO FORD

Shop The Mall Connect-Free Every Day.



GO JCP99

A. Helbros® Great Adventure Watch.

Features date/time and small second hand on white enamel dial. Brown, padded leather strap. French movement.

From JCPenney. GO JCP
\$70.

Type 99 after any merchant's GO command and zip to a list of their pictured products.

B. Home Telephone Tap Detector.

Used by law enforcement agencies around the world, this home telephone tap detector detects and defeats virtually all tap systems. Employs four individual detection systems to detect low and high impedance taps, wireless bugs, off-hook extensions and automatic tape recorders. Metal unit is RJ-11 compatible and can be connected in seconds. Comes with impact-resistant carrying case and line jack cord. Uses one 9-volt battery (included). Sold only in the US. Request a free catalog online, too.

From Hammacher Schlemmer. GO HS
\$199.95.

C. Automatic Water Controller.

RainMatic 3000 is a sophisticated water controller that delivers all the features and flexibility of an underground, automatic watering system at a fraction of the cost. As simple to use as a touch-tone phone, RainMatic 3000 can water your lawn up to eight times a day over a two-week period. Uses existing hoses and sprinklers. Attaches to your outside faucet in seconds and locks to prevent theft. Request a free catalog online, too.

From The Heath Company. GO HTH
\$59.95.

D. The IBM Personal System/1.

An affordable, personal computer for the home that is compact and easy-to-use. Comes with hardware, software, services and support all in one box. Includes a 10 MHz 80286 processor, color monitor, 1MB RAM, IBM Selectric Touch™ keyboard, IBM mouse, IBM DOS 4.01 and a built-in 2400-baud modem. Software is already loaded on the hard disk.

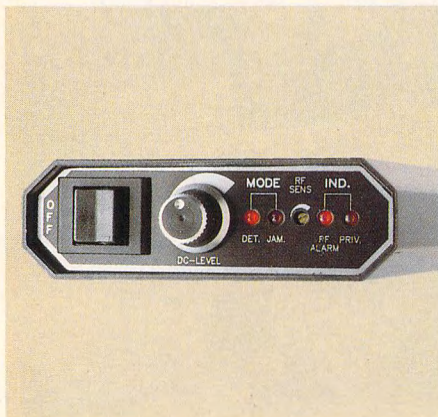
From Sears. GO SEARS
\$1,589.99

Kings Quest V 5.25 VGA and 3.5 VGA.

Take your family on a voyage into fantasy through the magical lands of Davenport and beyond. Journey with King Graham and Cedric the owl. Amazingly life-like animation creates a fantasy world on your computer screen.

Joystick, mouse, sound cards supported. For the IBM and compatible.

From Sierra Online. GO SI
\$69.95.



Shop The Mall Connect-Free Every Day.

A. Headstart 300CD with Super VGA Monitor from Magnavox.

An 80286 IBM PC-AT-compatible computer with dual processing speeds (12.5 and 8 MHz). Includes the Super VGA 7CM320 Monitor, 1 MB RAM, 3.5-inch diskette, CD-ROM drive, internal 40 MB 28ms hard drive, 16-bit VGA card with 256K of video RAM, 101-key keyboard, mouse, modem and three open 16-bit expansion slots. Device ports include 25-pin parallel port, 9-pin serial port, 9-pin circular mouse port, game port, 9-pin and 15-pin video ports, stereo RCA jacks for CD audio with volume control knob. Limited one-year parts/labor warranty. Also includes more than 17 software programs, more than 25 games and CD-ROM software stored on your hard drive! Complete details online. Product subject to availability.

From Computer Express. GO CE

List price: \$3,298.

Sale price: \$2,199.



B. Type On Call by Adobe.

Now you can get the entire Adobe Type Library on a single Macintosh formatted CD-ROM. Type On Call contains more than 900 Type 1 fonts. The fonts arrive "locked." You can "unlock" as few or as many as you wish to instantly obtain your new typeface. Simply call CDA to purchase and receive the access code for the fonts you want. For just \$59 you get the CD-ROM disk, Adobe Type Manager, bitmaps to all fonts on the disk and access to two typeface packages to be selected from a list of eight. \$59 with two fonts. \$279 with eight fonts.

From CDA Computer Sales. GO CDA

C. Finding (Almost) Free Software.

An invaluable reference to selecting and using the most popular shareware and public-domain programs available today from the very simple to the highly advanced. Get the most out of a range of programs, including wordprocessors, database management, spreadsheets, graphics programs, telecommunications, home finance management, file compression and archiving programs, printer and font utilities, and games. Published by Abacus.

From WaldenCOMPUTERbooks. GO WB

\$16.95.

Type 99 after any merchant's GO command and zip to a list of their pictured products.

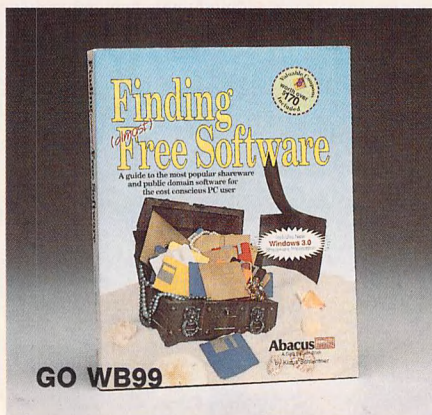


D. WordPerfect 5.1: The Complete Reference by Karen Acerson.

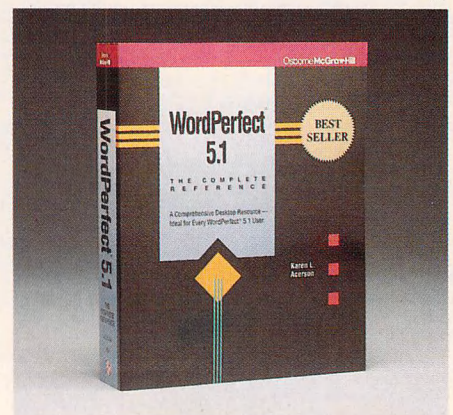
Covers every feature, message and menu item from A to Z. Each topic includes key-strokes, tips and hints, and several applications where the features can be used. Also included are chapters on installation to help you get started, desktop publishing with WordPerfect and details on integrating WordPerfect with other programs. 1,000 pages.

From McGraw-Hill Books. GO MH

\$24.95.



GO WB99



The Electronic Mall Directory is designed to assist you with information about each of our merchants. All entries contain three lines as follows:

Merchant Name [GO Command]

Description of products/services
Billing options Countries served

An example entry would look like this:

ABC NOVELTY STORE [ABC]

Books, knick-knacks, collectibles.
VI/MC/AM/CSH US/CD/JP/OT

You may visit the ABC NOVELTY STORE by using the quick reference word (GO ABC) at any CompuServe Information Service I prompt.

Billing options codes indicate the methods of payment the merchant accepts as follows:

VI - VISA	SC - Merchant's own store card
MC - MasterCard	COD - COD
AM - American Express	CSH - Cash, check, money order
DI - Diners Club	DB - Direct bill
DIS - Discover Card	NA - No billing applies (Advertiser only)

Country codes indicate the countries the merchant is able to ship to as follows:

US - United States	JP - Japan
CD - Canada	OT - Other foreign countries

Catalog options for merchants offering catalogs are indicated by the following codes.

- Offers free print catalog.
- Credits cost of print catalog toward purchase.
- * Denotes electronic order form for use with print catalog.
- † Denotes new merchant.

A

AIR FRANCE [AF] ■

Information on tours, sights and scenes.
VI/MC US/CD

ALAMO RENT A CAR [AL]

Information on rates, benefits, locations.
NA US/OT

AMERICANA CLOTHING [AC]

Levi jeans and casual wear, Docker slacks.
VI/MC/AM/COD/CSH US/CD/JP/OT

AUTOMOBILE INFORMATION CENTER [AI]

Wholesale/retail prices from 1978.
VI/MC US/CD

AUTOQUOT-R [AQ]

Vehicle price quotation service.
VI/MC/AM US

B

BARNES & NOBLE [BN] ■ †

America's best source for deeply discounted books.
VI/MC/AM/DI/CSH US/CD/JP/OT

BERKSHIRE RECORD OUTLET [RO]

An international array of classical music at a discount.
VI/MC US

BOSTON COMPUTER EXCHANGE [BCE]

Largest worldwide computer brokerage.
VI/MC US/CD/JP/OT

BOYD'S OFFICE SUPPLIES [BO] ■ *

Supplies and teacher aids.
VI/MC US/CD

BRETON HARBOR BASKET CO. [BH]

Gift baskets, gourmet foods, bath and skin-care products.
VI/MC US/CD/JP/OT

BRODERBUND [BB] †

Computer software/games.
VI/MC US

BROOKS BROTHERS [BR] ■ *

Fine men's and ladies' apparel and accessories
VI/MC/AM/DI/SC US/CD/JP/OT

BUICK MAGAZINE [BU] ■

Free car information, customer service. Always connect-free.

C

CAMELOT LONDON COLLECTION LINGERIE [CLC]

Alluring lingerie, swimwear and dresses.
VI/MC/CSH US/CD

THE CD CLUB [CD] *

Compact disc ordering club.
DB US

CDA COMPUTER SALES [CDA] ■ *

Hardware, printers and accessories.
VI/MC/AM/DIS/CSH US/CD/JP/OT

CHECKFREE CORP. [CF]

Electronic banking and bill payment service.
VI/MC/AM US

CHEF'S CATALOG, THE [CC] ■ *

Gourmet cookware and kitchen accessories.
VI/MC/AM/DIS US

COFFEE ANYONE ???™ [COF]

Original computer coffeehouse, gifts.
VI/MC/AM US/CD/JP/OT

COMPUSERVE STORE [ORDER]

Merchandise, literature and software.

COMPUTER EXPRESS [CE] *

PC software, hardware, accessories.
VI/MC US/CD/JP/OT

COMPUTER SHOPPER [CS]

Computer product bargains and information magazine.
VI/MC/DB US/CD

CONTACT LENS SUPPLY [CL]

Fast delivery of replacement lenses and more.
VI/MC/CSH US

COURT PHARMACY, THE [RX]

Full-service pharmacy and gift shop.
VI/MC/AM/DI/DIS/COD US/CD/JP/OT

CREATE-A-BOOK [CK]

Fun books that make your child a star.
VI/MC/AM US/CD/JP/OT

D

DIRECT MICRO [DM] *

Discount computer disks and supplies.
VI/MC/COD US/CD

DISCOUNT MUSIC SUPPLY [DMS] ■ *

Guitar effects and accessories.
VI/MC/COD US/CD/JP/OT

DOW JONES & CO. [DJ]

Business and financial periodicals.
VI/MC/AM US/CD

DREYFUS CORP. [DR]

Mutual funds and investment information.
VI US

E

EXECUTIVE STAMPER [EX] ■ *

Rubber stamps, engraved gifts.
VI/MC/AM/DI/DIS US/CD/JP/OT

F

FLORIDA FRUIT SHIPPERS [FFS] ■

Premium fruit and gift shippers.
VI/MC/AM US/CD/JP/OT

FLOWER STOP [FS] ■

Flower and gift delivery service.
VI/MC/AM/DI/DIS US

FORD ELECTRONIC SHOWROOM [FORD] ■

Ford cars and trucks.
US/CD

FORD MOTOR CO. [FMC] ■

Software, videos, accessories
VI/MC US/CD

G

GIMMEE JIMMY'S COOKIES [GIM]

Gourmet cookies, custom orders.
VI/MC/AM/DIS US/CD/JP/OT

GODIVA CHOCOLATIER [GC] ■ *

Gourmet chocolate and gifts.
VI/MC/AM US

A GUIDE TO INCORPORATING [INC]

Nationwide incorporating service.
NA US

H

H&R BLOCK [HRB]

The income tax people.
NA US

HAMMACHER SCHLEMMER [HS] ■ *

Gifts, unique and unusual products.
VI/MC/AM/DI US/CD/JP/OT

HEATH COMPANY, THE [HTH] ■ *

Home security and automation.
VI/MC/AM/SC US/CD

J

JCPENNEY [JCP] ■ *

Apparel, furnishings, electronics.
VI/MC/AM/SC US

L

LAPTOPS INFINITY [LI] *

Laptop computers and accessories.
VI/MC/AM/CSH US/CD/JP/OT

LASER'S EDGE, THE [LE]

Your one-stop laser video store.
VI/MC/DIS US/CD/JP/OT

LINCOLN ELECTRONIC SHOWROOM [LM] ■ *

Continental, Town Car and Mark VII.
VI/MC US/CD

M

MACFRIENDS [MF] ■ *

Macintosh hardware and products.
VI/MC/AM/DIS/COD US/CD/JP/OT

MACUSER [MC]

Save 58 percent and receive free gift.
VI/MC/DB US/CD

MACWAREHOUSE [MW] ■ *

Macintosh hardware, software and equipment.
VI/MC/COD US/CD/JP/OT

MARYMAC INDUSTRIES [MM]

Official Radio Shack dealer.
VI/MC/AM/DIS/CSH US/CD/JP

MAX ULE DISCOUNT BROKERAGE [TKR]

Brokerage and financial information retrieval.
CSH US/JP/OT

MCGRAW-HILL BOOK CO. [MH] ■ *

Business, finance and computer books.
VI/MC US/CD/JP

MENTOR TECHNOLOGIES [MN]

Authorized CompuServe training.
VI/MC US

MERCURY ELECTRONIC SHOWROOM [LM] ■ *

Cougar, Sable, Tracer, etc....
VI/MC US/CD

MICROWAREHOUSE [MCW] ■ *

Hardware, software and equipment for PCs.
VI/MC/COD US/CD/JP/OT

MILTROBE ELECTRONICS [MI] ■ *

Consumer electronics, tools, gifts.
VI/MC/CSH US/CD

MONEY'S FINANCIAL MARKET [MFM]

Personal finance tools from Money.
VI/MC/AM US

MUSEUM OF FINE ARTS, BOSTON [FA] ■ *

Gifts and classic reproductions.
VI/MC/AM US/CD/JP/OT

MUSIC ALLEY ONLINE [MAO]

Mixers, synthesizers, keyboards, etc.
VI/MC/COD US/CD

N

NEWSNET [NN]

Specialized business news database service.
NA US/CD

NISSAN MOTOR CORP. IN THE USA [NI] ■

Nissan cars, trucks, accessories.
VI/MC US

NORTHWEST NATURALLY [NW] ■ *

Gourmet foods and gifts.
VI/MC US

O

OFFICIAL AIRLINE GUIDES [OA] ■

Information on online services; air and hotel guides.
VI/MC US/CD

ONLINE STORE, THE [OS]

Computer accessories, hardware.
VI/MC/AM US

THE ORCHID SOURCE [OC]

Exotic flowering plants.
VI/MC US

P

PAUL FREDRICK SHIRTS CO. [PFS]

Classic shirts from the tailor to you.
VI/MC/AM/DI US

PC/COMPUTING [PCC]

Save 58 percent and receive free gift.
VI/MC/DB US/CD

PC MAGAZINE [PM]

Save 54 percent and receive free gift.
VI/MC/DB US/CD

PENNY WISE OFFICE PRODUCTS [PW] ■ *

Full range of brand-name office products.
VI/MC/AM/COD/DB/CSH US

PEPPERIDGE FARM [PF] ■ *

Gourmet cookies, candies, gifts, etc.
VI/MC/AM/DI/DIS US

PETWORKS [PT] †

Professional pet supplies.
VI/MC/AM/DIS/CSH US/CD/JP/OT

PRICE MOTOR CARS [PRC]

Auto accessories and gifts of distinction.
VI/MC/AM/DIS US/CD/JP

THE PROGRAMMER'S SHOP [PS] • *

Software for applications, programming, communications and more.
VI/MC/AM US/CD/JP/OT

PUBLISHERS CLEARING HOUSE [PUB]

Magazine subscriptions at low prices.
VI/MC US

PUSH PEDAL PULL FITNESS [PPP] • *

Professional home exercise equipment.
VI/MC/AM/DIS US/CD/JP/OT

R

RENT MOTHER NATURE [RM] • *

Nature's gifts, leasing programs, etc.
VI/MC/AM US/OT

ROCKY MOUNTAIN TECHNOLOGY [RK] †

Computer hardware/accessories.
VI/MC US

S

SAFWARE COMPUTER INSURANCE [SAF] •

High-tech equipment insurance.
VI/MC US/CD/JP/OT

SEARS [SEARS] • • *

Electronics, home-office supplies, Nintendo and videos.
DIS/SC/CSH US

SECURITY PACIFIC [SEC]

Online low-interest credit application.
US

SHARON LUGGAGE AND GIFTS [SL]

Luggage, travel accessories and gifts.
VI/MC/AM/CSH US/CD/JP/OT

SHOPPERS ADVANTAGE CLUB [SAC]

Discount shopping club.
VI/MC US

SIERRA ONLINE [SI]

Software games and more.
VI/MC/AM/DIS US/CD/JP/OT

SMALL COMPUTER BOOK CLUB [BK]

Quality computer books.
DB US/CD

SOFTWARE DISCOUNTERS INTERNATIONAL [SDI]

Software for a wide range of computers.
VI/MC US/CD/JP/OT

SOUNDS & VIDEO ONLINE [SO] • *

Music on CD and cassette.
VI/MC/AM/DIS US

SPRINGER-VERLAG [SV] • *

An array of computing and programming books.
VI/MC/AM/DIS US/CD

SQUISHY WISHY ZOO [SW]

Lovable, huggable stuffed animals.
VI/MC US/CD/JP/OT

STARNET'S CATCH OF THE DAY [NET]

Fresh Gulf and Caribbean seafood.

STATIONERY CENTER, THE [SC] • *

Office supplies, furniture, etc.
VI/MC/AM/DIS/COD US/CD/JP

SUNGLASSES, SHAVERS & MORE [SN]

Famous name sunglasses and shavers.
VI/MC US/CD/JP/OT

T

TALL TAILS [TT]

Supplies and gifts for your pet.
VI/MC/COD US/CD/JP/OT

TIME-LIFE BOOKS, MUSIC AND VIDEOS [TL]

Books, music and video series.
VI/MC/AM US

TRW CREDENTIALS [CRE]

Know the details of your credit status.
VI/MC/AM US

TSR GAMES SHOPPE [TSR] • *

Adventure, fantasy games and accessories.
VI/MC US/CD/JP/OT

U

UNIVERSITY OF PHOENIX [UP]

Business degree program online.

W

WALDEN COMPUTER BOOKS [WB]

Computer books and accessories.
VI/MC/AM US/CD/JP/OT

WALTER KNOLL FLORIST [WK]

Plants, flowers and gifts via FTD.
VI/MC/AM/DI/DIS/DB US/CD/JP/OT

WILLIAMS & EEDEN GARDEN CENTER [WE] • *

Flowers, plants and garden tools.
VI/MC US/CD

WORDSWORTH BOOKS [WO] • *

Books, new titles, catalogs.
VI/MC/AM/DIS US/CD/JP/OT

Y

YES! BOOKS AND VIDEOS [YB] • *

A unique collection of books and videos.
VI/MC/AM US/CD/JP/OT

Merchants by Department

APPAREL/ACCESSORIES

Americana Clothing
Brooks Brothers • *
Camelot London Collection
Lingerie
JCPenney • *
Paul Fredrick Shirts Co.
Sunglasses, Shavers & More

ARTS/MUSIC/VIDEO

Berkshire Record Outlet
CD Club • *
Discount Music Supply • *
The Laser's Edge
Music Alley Online
Museum of Fine Arts, Boston • *
Sears • * •
Sounds & Video Online • *
Time-Life Books, Music and Videos
YES! Books and Videos • *

AUTO

Alamo Rent A Car
Automobile Information Center
Autoquot-R
Buick Magazine •
Ford Motor Co. •
Lincoln •
Mercury •
Nissan Motor Corp. in the USA
Price Motorcars

BOOKS/PERIODICALS

Barnes & Noble • †
Computer Shopper
Create-A-Book
Dow Jones & Co.
McGraw-Hill Book Co. • *
MacUser
Money's Financial Market
PC/Computing
PC Magazine

Publishers Clearing House
Sierra Online •
Small Computer Book Club
Springer-Verlag • *
Time-Life Books, Music and Videos
WaldenCOMPUTERbooks
Wordsworth • *

BUSINESS/FINANCE

CheckFree Corp.
Dreyfus Corp.
Dow Jones & Co.
A Guide to Incorporating
H&R Block
Max Ule Discount Brokerage
Money's Financial Market
NewsNet
Security Pacific
TRW Credentials
University of Phoenix

CLUBS/MEMBERSHIPS

CD Club •
Shoppers Advantage Club • *
Small Computer Book Club
Time-Life Books, Music and Videos

COMPUTING

Boston Computer Exchange
Broderbund
CDA Computer Sales • *
CompuServe Store
Computer Express •
Computer Shopper
Direct Micro • *
The Heath Company • *
Laptops Infinity
MacFriends • *
MacUser
MacWarehouse • *
Marymac Industries
MicroWarehouse • *
Online Store

The Programmer's Shop
PC/Computing
PC Magazine
Rocky Mountain Technology
Safeware Computer Insurance •
Sierra Online •
Software Discounters International
Springer-Verlag • *
WaldenCOMPUTERbooks • *

GIFTS/FLOWERS/GOURMET FOODS

Breton Harbor Basket Co.
The Chef's Catalog • *
Camelot London Collection
Lingerie
Coffee Anyone™ ???
Create-A-Book
Florida Fruit Shippers •
Flower Stop •
Gimme Jimmy's Cookies
Godiva Chocolatier • *
Hammacher Schlemmer • *
Museum of Fine Arts, Boston • *
Northwest Naturally • *
The Orchid Source
Pepperidge Farm • *
Rent Mother Nature • *
Sharon Luggage and Gifts • †
Squishy Wishy Zoo
Starnet's Catch of the Day
Walter Knoll Florist
Williams & Eeden
Garden Center • *

HEALTH/BEAUTY

Breton Harbor Basket Co.
Contact Lens Supply
Court Pharmacy
Push Pedal Pull Fitness • *

HOBBIES/TOYS/PETS

PetWorks •
Sears • * •

Squishy Wishy Zoo
Tall Tails
TSR Games Shoppe • *
Williams & Eeden
Garden Center • *

INFORMATION/SERVICES

Boston Computer Exchange
CompuServe Store
Mentor Technologies
Safeware Computer Insurance •
Security Pacific
TRW Credentials
University of Phoenix

MERCHANDISE/ELECTRONICS

Brooks Brothers • *
The Chef's Catalog • *
CompuServe Store
Court Pharmacy
Hammacher Schlemmer • *
The Heath Company • *
JCPenney • *
Miltrobe Electronics • *
Sears • * •
Shoppers Advantage Club

OFFICE SUPPLIES

Boyd's Office Supplies • •
Direct Micro •
Executive Stamper • *
Penny Wise Office Products
Sears • * •
The Stationery Center • *

SPORTS/LEISURE

Hammacher Schlemmer • *
Push Pedal Pull Fitness • *

TRAVEL/VACATIONS

Air France •
Official Airline Guides •
Sharon Luggage and Gifts • †
Sunglasses, Shavers & More

Shop The Mall Connect-free Every Day of the Year!

MALL EVENTS AND SPECIALS

Shop The Mall Connect-Free Every Day.

Standard CompuServe connect-time fees have been dropped at The Electronic Mall®. Now you can browse the entire Mall, including Shoppers Advantage Club, at your leisure without paying standard connect charges 365 days a year. (Applicable communications surcharges remain in effect.)

See SDI's Sale Items of the Month.

Each month, Software Discounters International selects one title from each software category and offers it to you at a tremendous savings. No additional purchase is required to take advantage of these amazing deals. A new special is offered every month for the Commodore, Atari ST, IBM, Apple, Apple II, Mac and Amiga. To check out this month's sale, GO SDI.

Save \$7 on a Second Pair of Lenses.

Attention contact lens wearers! During May order two pairs of contact lenses at Contact Lens Supply and save \$7 off the second pair. Avoid the aggravation of losing or tearing a lens and waiting blindly for its replacement. Contact Lens Supply carries a wide range of name-brand lenses, including Bausch & Lomb, Ciba, Coopervision, Johnson & Johnson/Vistakon, Sola/Barnes Hind and Wesley-Jessen. Gas-permeable and tinted lenses are available, too. Best of all, you save as much as 65 percent off list price every day of the year! GO CL.

Save \$\$\$ Buying a New or Used Car.

Don't buy a car until you talk to us! Autoquot-R's Reports for 1991 models and Used Car Value-R Reports can save you potentially hundreds of dollars off the final purchase price. Each report provides you with detailed information on all of the standard equipment and options available. It also states the dealer invoice and suggested retail price, effectively putting you in the driver's seat when negotiating with your local dealer. Reports are available on the new 1991 models and on all makes and models from 1980 to 1990. All reports are delivered via CompuServe Mail within four hours of Autoquot-R receiving them, subject to equipment or phone line failure.

From Autoquot-R. GO AQ

\$13 each. Discounts available for multiple report orders.

Blockbuster Specials at Direct Micro.

Direct Micro, your source for discounted quality disks, printer ribbons and accessories, offers a Blockbuster Special this month. You can save on dust covers, originally \$10.95 each, on sale for **2 for \$20**. Keyboard covers, originally \$5.95 each, on sale for **2 for \$10**. Ribbons, **buy 6, get 1 free**. GO DM

Win a Gaggia Fantastico II Espresso/Capuccino Maker from Coffee Anyone ???

During May, everyone who makes an online purchase at Coffee Anyone??? is automatically eligible to win a Gaggia Fantastico II Espresso/Capuccino maker. This fabulous machine lets you create rich and delicious espresso and capuccino at the touch of a button. For complete details on how to win, GO COF.

The Deluxe Oval Ballotin.

Each Ballotin is delicately tied with a woven golden cord. Inside, a sublime selection of Godiva's milk and dark chocolates, including Cordials, Seashells and Grande Mints. 12.5 ounces. Request a **free** catalog online, too.

From Godiva Chocolatier. GO GC
\$38.50.

CompuServe Users Guide (5/88 edition).

The definitive, universal users guide. Fully indexed, 263-page guide covers dozens of services including CompuServe Mail, forums and CB Simulator.

Note: We recommend IBM and Macintosh owners refer online to CompuServe Information Manager member materials.

From CompuServe Store. GO ORDER

List price: \$14.95.

Sale price: \$10.95.

Navigator.

Put your Macintosh on cruise control with the award-winning CompuServe Navigator.

From CompuServe Store. GO ORDER

List price: \$99.95.

Sale price: \$70.

Free Power User's Tool Kit 1.0 at MicroWarehouse.

Make any purchase at MicroWarehouse online and qualify for a free Power User's Tool Kit 1.0. This popular disk features 14 great programs, including Active Life, a powerful time planner and scheduler for business or personal use, and IconDraw, a hot, new Win3 utility for designing your own icons. If you want the disk, you pay only \$1.50 for shipping and handling.

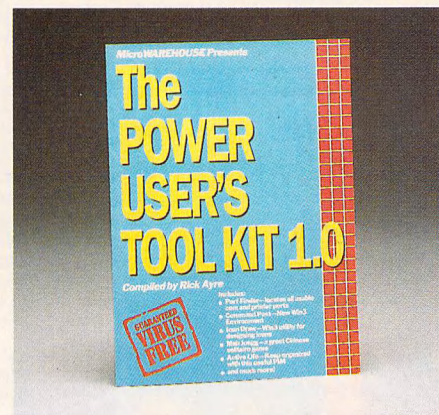
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Win at Coffee Anyone ??? GO COF



Godiva chocolates for Mother's Day. GO GC



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Guidelines to Requesting Information Through OLI

Online Inquiry

Online Inquiry is *CompuServe Magazine's* electronic version of the traditional reader inquiry card. To request additional information about products or services described in *CompuServe Magazine*, simply access CompuServe and type GO OLI at any prompt.

CompuServe Page OLI-1
COMPUSERVE MAGAZINE ADVERTISERS
ONLINE INQUIRY (OLI)

1. OLI Instructions
2. CompuServe Magazine Display Ads
3. Print Edition Reviews
4. Shopper's Guide Mini-Ads

Display Ads

GO OLI-160. Inquiries to this section will be followed by a brief description of the *CompuServe Magazine* ad. To request additional printed information, simply enter your name and address at the prompts. OLI will add your User ID number and electron-

ically forward your request to the appropriate advertiser(s). The names, addresses and User ID numbers will also be forwarded via US Mail at the end of each month.

CompuServe Page OLI-160
COMPUSERVE MAGAZINE
ADVERTISERS/OLI

1. Mar. 1991 Advertisers
2. Feb. 1991 Advertisers
3. Jan. 1991 Advertisers

Shopper's Guide

GO OLI-70 to get information about *CompuServe Magazine's* mini-ad program.

To request information from Shopper's Guide advertisers, follow the instructions outlined in each ad.

CompuServe Page OLI-70
SHOPPER'S GUIDE

1. About Shopper's Guide
2. Rates and Information

***Note:** Additional requests during the same session will not require you to re-enter your name and address.

Advertiser's Directory

Autoquot-r	63	Publisher's Clearing House	50
Barnes & Noble	9	Quick & Reilly	44
Camelot Lingerie	63	Radio Shack	C-2
Checkfree	C-3	Security Pacific	49
Disclosure	4	Shoppers Advantage	28
Eaasy Sabre	39	Spear Financial	48
IAC	29, 31	Support Group, Inc.	42
IQuest	21, 23, 25	Supra	C-4
McGraw-Hill	27	Traveler's Access	1
Network Earth	42	University of Phoenix	49
Official Airline Guides	5	Waldenbooks	47
On-Line Store	33	Wordsworth	50
PaperChase	38		

MOTHER'S DAY MAGIC!



ITEM #100

Make this Mother's Day special with a gift from Camelot London Collection. This 2-piece patina negligee set is featured in pale pink with black lace bodice and trim on gown and bed jacket. Set features pearl trim buttons and adjustable satin straps with a sheer matching bed jacket. 2 Piece Set available in Pale Pink Only in S, M, or L at \$59.95 plus shipping and handling. Rush service is available.

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UPDATE



This is Your Captain Speaking...

EMI has released Aerolog, a low-cost flight planning system for casual users. It carries a \$1.50 surcharge and includes EMI's enhanced Weather Briefing. Surcharges also have been removed from Weather Briefings and Flight Plan Filings. For the full spectrum of online aviation services, GO AVIATION.



To Live and Die in Kesmai...

Island of Kesmai players have found the Underworld, a realm beneath the island where its citizens go to die. Rather than starting over completely after a character's death, players may now resurrect characters by fulfilling quests assigned by the gods of the Underworld. For more details on this life and death adventure, GO ISLAND.

CompuServe's separate service agreements for business and personal accounts have been consolidated for easier management and administration. There are no major differences in content, but a number of points have been clarified. To review the new document, GO RULES.

It's time to upgrade your favorite forum software program. Versions preceding CompuServe Navigator 3.0, TAPCIS 5.1c1 and AutoSig 6.12 will become obsolete on May 1, 1991. Removing "old" forum software is necessary to enhance forum library and messaging features. Navigator users may GO NAVIGATOR to obtain upgrade information; TAPCIS users, GO TAPCIS and ATOSIG loyalists, GO IBMCOM.

Ride the crest of leading edge computer technology by joining the new Multimedia Forum. Areas covered include video, audio, animation, interface design, entertainment and more. To stay abreast of important developments in one of the fastest growing areas of the computer industry, GO MULTIMEDIA.

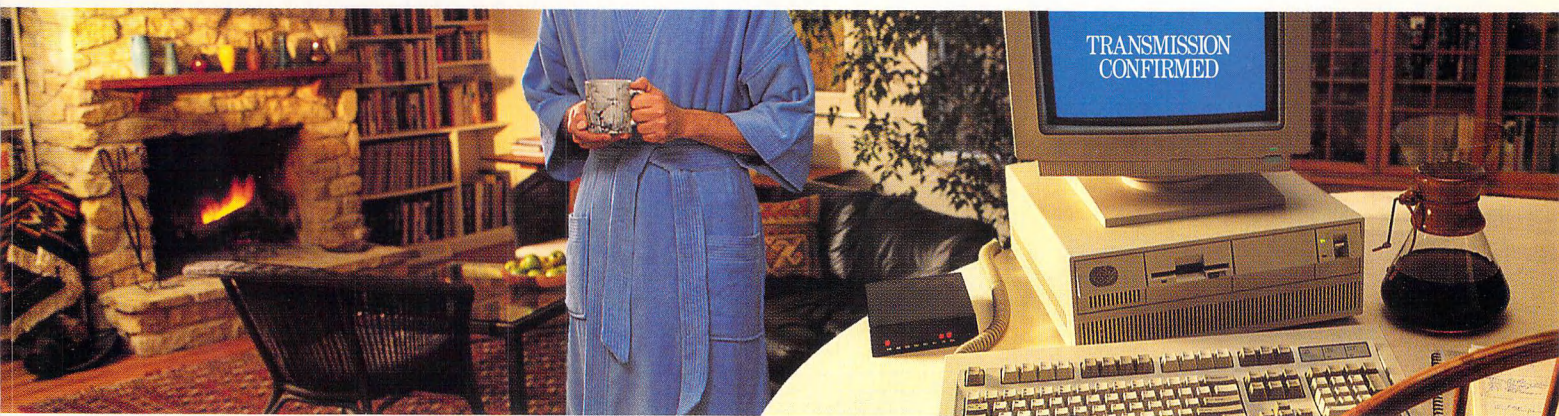
Tap into information power in Business Database Plus, containing full-text articles from trade publications covering virtually every market and industry. Use it to keep track of the competition, identify new applications and markets for products, and monitor industry changes. To find the information you need, quickly and at your convenience, GO BUSDB.

It's tough to be a parent today, but help is available in the Human Sexuality Databank (GO HSE-1). For parents, there is Department 2, "Family Planning-Parenting," for their teenaged children, there is Department 7, "Especially for Teens." Another resource is the new Section 7, "Problems of Parents," in the Human Sexuality Open Forum (GO HSX-100). To access these and other topics dealing with sensitive social and sexual issues, GO HSX.

Get up close and personal with the computer industry for less in Computer Database Plus. The premier online source of information for computer users is available in May for only \$15 per hour, a savings of \$9 per hour. All other transaction surcharges and base-connect charges remain in effect. Computer Database Plus has it all, from new product evaluations to industry news. More than 200,000 articles are available from magazines such as *PC Week*, *MacWorld* and *PC Magazine*. To follow your favorites, GO COMPDB.

NEXT MONTH • File Mania: A Dizzying Display of Downloadables, and Helpful Hints • Out of the Housing Hole: Real Estate's Recession Advantage • Damn Fine Cuppa Joe, Fritz: Coffeehounds Abound in Vienna • Looks at Books: The Coming Summer Crop of Notables

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CheckFree is also seamlessly integrated into Quicken®, Managing Your Money®, and Checkwrite Plus®. So you can enjoy CheckFree's automation with any of these leading financial software products.

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GO OLI for more information.

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Also Available: SupraModem 2400 Plus
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